

PelvicPhysio

Mobile clinic

Virtual office: Office 19139

182-184 High Street North

London E62JA

United Kingdom

| info@pelvicphysiolondon.com | [07838 053 867]

PRIVACY NOTICE

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1. Who We Are

PelvicPhysio is a sole practitioner pelvic health physiotherapy clinic operated by Lucie O'Shaughnessy. We are the Data Controller for all personal data you provide to us.

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2. What Data We Collect

We collect and process the following categories of personal and special category data:

- Contact information: name, address, email, phone number
- Medical and health history relevant to pelvic health assessment and treatment
- Assessment findings, treatment plans, and clinical notes
- GP or referrer details (where applicable)
- Payment information (on request invoices/receipts only — no card data retained)

3. Why We Collect Your Data (Lawful Basis)

We process your data under the following lawful bases under UK GDPR:

- Article 6(1)(b): Processing necessary for the performance of a contract (your treatment)
- Article 9(2)(h): Processing necessary for the provision of healthcare and treatment by a health professional
- Explicit consent where required for specific uses

4. How We Use Your Data

- To assess your condition and provide pelvic health physiotherapy treatment
- To maintain accurate clinical records of your care

- To communicate with you about appointments and your treatment
- To refer you to other healthcare providers where clinically necessary (with your knowledge)
- To comply with legal and professional obligations

5. Who We Share Your Data With

We do not sell or share your data for commercial purposes. We may share data with:

- Other healthcare professionals involved in your care (e.g., your GP) — only with your knowledge
- Cliniko (cliniko.com) — our practice management system, used to store patient records, appointments, and clinical notes on our behalf. Cliniko is UK GDPR compliant and a Data Processing Agreement is in place. Google Workspace (Google LLC) — our business email provider for general patient communications. Google Workspace is ISO 27001 certified, UK GDPR compliant, and a Data Processing Agreement is in place.
- Regulatory or legal bodies where required by law

6. How Long We Keep Your Data

We retain clinical records for a minimum of 8 years from the last date of treatment (or until age 25 for records relating to children). All clinical records are stored securely in Cliniko, our UK GDPR compliant practice management system, with data hosted on encrypted servers.

General correspondence is managed via Google Workspace, our ISO 27001 certified business email platform. Original signed paper consent forms are retained in a locked, secure location.

After the retention period, digital records are permanently deleted from Cliniko and emails permanently deleted from Google Workspace. Paper consent forms are cross-cut shredded.

7. Your Rights

Under UK GDPR, you have the right to:

- Access: Request a copy of the personal data we hold about you
- Rectification: Ask us to correct inaccurate data
- Erasure: Ask us to delete your data (subject to legal retention requirements)
- Restriction: Ask us to limit how we process your data
- Portability: Receive your data in a portable format
- Object: Object to certain types of processing
- Withdraw consent at any time (where consent is the lawful basis)

To exercise any of these rights, please contact us at info@pelvicphysiolondon.com. We will respond within one calendar month.

8. Data Security

We take data security seriously. Measures in place include:

- All clinical records stored in Cliniko, a UK GDPR compliant, encrypted practice management system
- Business email managed via Google Workspace — ISO 27001 certified, with two-factor authentication enabled, and a signed Data Processing Agreement in place
- Original signed paper consent forms stored in a locked, secure location. Password-protected devices used to access patient data
- Regular review of who has access to your data

9. Complaints

If you are unhappy with how we handle your data, you have the right to complain to the Information Commissioner's Office (ICO):

Website: www.ico.org.uk | Helpline: 0303 123 1113

We would appreciate the opportunity to resolve any concerns directly before you contact the ICO.