



Data Protection and Patient Privacy Policy

We are committed as a company dealing with members of the public, to protecting the privacy of all individuals using our service.

For the purposes of the GDPR, AG Physiotherapy and Sports Injury Clinic is the 'data controller' (ie the entity who is responsible for, and controls the processing of, your personal data).

We may hold and process personal data that you provide to us in accordance with GDPR.

1. Why we collect personal information about you?

Our clinical and administration team caring for you will need to collect and maintain information about your health, treatment and care, so that you can be given the best possible healthcare from us. This personal information may be held in a variety of formats, including paper records, electronically on computer systems, in pictures, video or audio files.

2. What is our legal basis for processing your personal information?

Any personal information we hold about you is processed for the purposes of 'Employment and Social Fields' (Article 8) 'Medical Purposes' (Article 15) and 'Public Health' (Article 16) of the Data Protection (Jersey) Law 2018.

For further information on this legislation please visit: <https://oicjersey.org/data-protection-new-law/>

3. What personal information do we need to collect about you and how do we obtain it?

Personal information about you is collected in a number of ways. This can be from registration forms, referral details from our clinical or administration team, other third party healthcare providers or hospitals, directly from you or your authorised representative.

We will likely hold the following basic personal information about you: your name, address (including correspondence), telephone numbers, date of birth, etc. and also hold your email address, occupation, and medical insurance details if applicable.

4. What do we do with your personal information?

Your records are used to directly manage and deliver healthcare to you to ensure that:

- The staff involved in your care have accurate and up to date information to assess and advise on the most appropriate care for you.
- Staff have the information they need to be able to assess and improve the quality and type of care you receive.
- Appropriate information is available if you see another healthcare professional, or are referred to a specialist.



5. What we may do with your personal information?

The personal information we collect about you may also be used to:

- Remind you about your appointments and send you relevant correspondence.
- Review the care we provide to ensure it is of the highest standard and quality, e.g. through audit or service improvement;
- Help to train and educate healthcare professionals;
- Report and investigate complaints, claims and untoward incidents;
- Report events to the appropriate authorities when we are required to do so by law;
- Contact you with regards to patient satisfaction surveys relating to services you have used within our organisation so as to further improve our services to patients

6. Who do we share your personal information with and why?

- We may be required to share your personal information with other clinicians, including your GP or as arranged through AG Physiotherapy and Sports Injury Clinic for the purpose of progressing your care, i.e. to a consultant for further investigation.
- When liaising with your private healthcare provider, if applicable, to request further treatment or to give a progress report of your care as per their contract with us.
- Your data is NEVER given to 3rd parties for the use of marketing etc.

7. Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

Your data is held in state-of-the-art secure UK data centres managed by iomart, one of the UK's leading data centre providers. The supplier is ISO 27001 certified and employs an array of methods to ensure that your data is kept safe, secure and accessible including:

- An Enterprise class firewall system that prevents unauthorised access to the servers and data.
- Redundant hardware ensures that failure of a component piece of hardware does not cause loss of access to systems or loss of data.
- Physical security is provided through 24/7/365 data centre staffing and with CCTV cameras, motion detectors and a secure key fob access system.

Whenever we connect to any of our cloud-based systems SSL is used to encrypt the connection, ensuring that your data remains safe and secure.

Any paper documents we hold are kept securely in locked cabinets.



Access to Personal Information

- An individual under the care of AG Physiotherapy and Sports Injury Clinic has the right to ask us to provide them with the information we hold about them and to have any inaccuracies corrected.
- If an individual requires access to a copy of this information, they may do so in writing or by email.
- Once the request is received and deemed to be valid, a check will be made to establish if this information is held with AG Physiotherapy and Sports Injury Clinic.
- A fee may be charged for the admin associated with this information gathering.
- Requests must be dealt with by AG Physiotherapy and Sports Injury Clinic within 20 days from receipt of the request.

You have the right to require us to correct any inaccuracies in your data free of charge. If you wish to exercise this right you should:

- put your request in writing or by email
- provide us with enough information to identify you
- specify the information that is incorrect and what it should be replaced with.

Our contact details

We welcome your feedback and questions. If you wish to contact us, please write to AG Physiotherapy and Sports Injury Clinic, Suite 2.4, Lido Medical Centre, St.Saviours Road, St.Saviour. JE2 7LA or email info@ag-physio.com

We may change this privacy policy from time to time, irrespective of whether the amendments are due to changes in legislation or for business reasons. You should check this policy occasionally to ensure you are aware of the most recent version which will apply each time you access this website.