**Mid Ulster Pilates & Physiotherapy Limited Privacy Notice**

*Mid Ulster Pilates & Physiotherapy Limited has created this Privacy Notice under the Data Protection Act 1998 and the General Data Protection Regulations 2018. The Notice is for your information and it covers how we collect, use, disclose, transfer and store personal data.*

**Introduction & General Terms**

Mid Ulster Pilates & Physiotherapy Limited is committed to protecting your personal information when you are using our services. We want our services to be safe, transparent and reliable. This Privacy Notice relates to our use of any personal information we collect from you.

It also relates to our use of any personal information you provide to us by phone, SMS, social media, email, in letters and other correspondence as well as in person.

In order to provide you with the full range of our services, we sometimes need to collect information about you.

*This Privacy Notice explains the following:*

1. What information Mid Ulster Pilates & Physiotherapy Limited may collect about you
2. When Mid Ulster Pilates & Physiotherapy Limited may use your details to contact you
3. How Mid Ulster Pilates & Physiotherapy Limited will store information we collect about you
4. Whether Mid Ulster Pilates & Physiotherapy Limited will disclose your details to anyone else
5. Your choices regarding the personal information you provide to us
6. **What information Mid Ulster Pilates & Physiotherapy Limited may collect about you;**

Our Clients personal Data that we hold comes directly from the client or guardian if the child is under 16 years old.

Data that we hold includes: Client name; DOB; Address; Occupation; Contact number/email and their relevant Medical history.

Clients personal data may be collected via the following formats;

* + Pilates Registration forms
  + Physiotherapy Assessment & treatment notes
  + Pilates Class Lists (HARD COPY & EXCEL)
  + Physio Tec (SOFTWARE)
  + Acuity Scheduler (SOFTWARE)
  + Mid Ulster Pilates Facebook page (Clients contact details)
  + Physiotherapists Mobile Phones (Clients name & number stored in phone memory)

1. **When Mid Ulster Pilates & Physiotherapy Limited may use your details to contact you;**

We will need to use your contact number or email to communicate with you regarding Pilates classes that you have signed up for or have expressed an interest in.

We will also use SMS to arrange physiotherapy appointments and to remind clients of upcoming appointments.

Email addresses will be used to send individualised exercise programs via Pilates pro software.

1. **How Mid Ulster Pilates & Physiotherapy Limited will store information we collect about you;**

At Mid Ulster Pilates & Physiotherapy any hard copy documents are stored in locked filing cabinets in locked rooms.

Any personal data stored on excel; Physio tec software are password protected and are only able to be accessed by Mid ulster Pilates employees.

Clients contact details which are stored on Physiotherapists phone are password protected.

Physiotherapy assessment and treatment records are held and stored for 7 years. Children’s Records under 16 years of age are held until the child reaches the age of 21 (or a minimum of 7 years). This is in accordance with Data Protection Regulation. After this time scale your information will be shredded in confidential waste and / or deleted from all electronic devices.

1. **Whether Mid Ulster Pilates & Physiotherapy Limited will disclose your details to anyone else;**

We will keep your information within Mid Ulster Pilates & Physiotherapy Limited except where disclosure is required or permitted by law (for example to government bodies and law enforcement agencies) or where you have consented to us sharing your information with other parties involved in the service we provide to you, including, for example: medical professionals or other individuals, bodies or organisations where there is a specific reason to do so.

Generally, we will use your information within Mid Ulster Pilates & Physiotherapy Limited and will only share it outside Mid Ulster Pilates & Physiotherapy Limited where you have requested it , or given your consent.

In the event of a Data Breach, we would notify those concerned directly and notify the relevant authorities immediately. We take steps to prevent data breaches by implementing clear Data Protection Policies, having our software password protected and any hard copy documents stored in a locked filing cabinet within locked rooms.

1. **Your choices regarding the personal information you provide to us;**

You can always ask for your information to be deleted by Mid Ulster Pilates & Physiotherapy Limited. However, please bear in mind that we may be required to hold your information for a minimum period of 7 years for possible legal reasons (see point **iii** above).

Deleting the information Mid Ulster Pilates & Physiotherapy Limited holds about you will erase any personal information we have about you or any treatment provided to you and it will mean we won’t be able to provide any of the data in future if it is required for other purposes.

Under the Data Protection Act 1998 and the General Data Protection Regulations 2018 you have the right to request a copy of the personal information Mid Ulster Pilates & Physiotherapy Limited holds about you and also to have any inaccuracies corrected. We will require the request in writing, alongside 2 copies of identification.

**Web browser cookies**

A cookie is a small amount of data, which often includes a unique identifier that is sent to your computer, tablet or mobile phone (all referred to here as a “device”) web browser from a website’s computer and is stored on your device’s hard drive. Each website can send its own cookie to your web browser if your browser’s preferences allow it. Many websites do this whenever a user visits their website in order to track online traffic flows. Similar technologies are also often used within emails to understand whether the email has been read or if any links have been clicked.

Mid Ulster Pilates & Physiotherapy Limited uses Google Analytics cookies to help us monitor and improve our website. No personally identifiable information is obtained or stored.

Your web browser may also provide the information about your device, such as an IP address and details about the browser that you are using.

Mid Ulster Pilates & Physiotherapy Limited does not specifically collect information such as your IP address or the browser you are using, although Google Analytics collects this information anonymously to provide us with details website statistics and performance data.

**Contacting us about this Privacy Statement**

If you any questions or comments about Mid Ulster Pilates & Physiotherapy Limited’s Privacy Notice please contact Clare McWilliams (Office Manager), by telephoning 07761742856 or emailing [info@themummyphysios.com](mailto:info@themummyphysios.com).

*Mid Ulster Pilates & Physiotherapy Limited is Registered with the Information Commissioners Office (ICO).*