

PWYA Privacy Policy

Version: 23 October 2019

This privacy policy will explain how our company, Physio Where You Are (PWYA), uses the personal data we collect from you when you use our website.

What data do we collect?

PWYA collects the following data:

- Personal identification information (name, email address, phone number, home address)
- Information about your condition that helps us to plan our consultation visit.

How do we collect your data?

You directly provide PWYA with all of the data we collect. We collect data and process data when you:

- Voluntarily complete an online customer form or provide feedback - contacting us by telephone or email.
- Use or view our website via your browser's cookies.

How will we use your data?

PWYA collects your data so that we can:

- plan our initial consultation visit;
- contact you regarding invoicing and payment once you have had a consultation
- Contact you to ensure you are happy with the service you are receiving.

How do we store your data?

PWYA securely stores your data as PDF forms on a password-protected Microsoft OneDrive location, and as paper hard copies. We change our password every 9 months.

PWYA will keep your health and address data for no more than two years after the end of our last consultation with you. Once this time period has expired, we will delete your data by removing the documents from our OneDrive file system and shredding any hard copies.

Marketing

PWYA does not send you information about products and services of ours that we think you might like, and we do not share your data with any third party.

What are your data protection rights?

PWYA would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request PWYA for copies of your personal data. We may charge you a small fee for this service.

The right to rectification – You have the right to request that PWYA correct any information you believe is inaccurate. You also have the right to request PWYA to complete the information you believe is incomplete.

The right to erasure – You have the right to request that PWYA erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that PWYA restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to PWYA's processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that PWYA transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you.

If you would like to exercise any of these rights, please contact us at our email: info@physiowhereyouare.co.uk, or call us: 07414 055 204, or write to us at: 39 Diamond Drive, Oakwood, Derby, DE21 2JU.

Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology. For further information, visit allaboutcookies.org.

How do we use cookies?

PWYA uses cookies to understand how you use our website, so that we can improve your experience on our website.

What types of cookies do we use?

There are a number of different types of cookies, however, our website uses functionality cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Privacy policies of other websites

The PWYA website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

PWYA keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 23 September 2019.

How to contact us

If you have any questions about PWYA's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: info@physiowhereyouare.co.uk

Call us: 07414 055 204

Or write to us at: 39 Diamond Drive, Oakwood, Derby, DE21 2JU

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that PWYA has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office ([link to the ICO](#)).