

Website privacy policy

This website is operated by Premier Solutions Sports Therapy Clinic. We take your privacy very seriously therefore we urge you to read this policy very carefully because it contains important information about on:

- who we are,
- how and why we collect, store, use and share personal information,
- your rights in relation to your personal information, and
- how to contact us and supervisory authorities if you have a complaint.

Who we are

Premier Solutions Sports Therapy Clinic ('we' or 'us') collect, use and are responsible for certain personal information about you. When we do so we are regulated under the General Data Protection Regulations which apply across the European Union (including the United Kingdom) and we are responsible as 'controller' of that personal information for the purposes of those laws.

The personal information we collect and use

a) Personal information you provide to us

We collect the following personal information that you provide to us:

- Full Name
- Address
- DOB
- Gender
- Email address
- Contact Number
- Lifestyle details
- GP details
- Medical History
- Height/Weight

Some examples of when we collect some or all this information include:

- Client assessment form
- Completing the contact form
- Signing up to the newsletter

b) Personal information you provide about third parties

If you give us information about another person, you confirm that the other person has appointed you to act on their behalf and agreed that you:

- shall consent on their behalf to processing of their personal data;
- shall receive any data protection notices on their behalf; and
- shall consent on their behalf to the transfer of their personal data abroad.

c) Cookies and similar technologies

A cookie is a small text file which is placed onto your computer or electronic device when you access our website. Similar technologies include web beacons, action tags, local shared objects ('flash cookies') and single-pixel gifs. Such technologies can be used to track users' actions and activities, and to store information about them. We use these cookies and/or similar technologies on this website.

For example, we may use cookies to monitor and/or collect the following information:

- Which pages you visit

This information helps us build a profile of our users. Some of this information may be aggregated or statistical, which means that we will not be able to identify you individually.

In addition, it should be noted that in some cases our cookies or similar technologies may be owned and controlled by third parties who will also collect personal information about you.

On the first occasion that you use our site we will ask whether you consent to our use of cookies. If you do not, cookies will not be used. Thereafter you can opt-out of using cookies at any time or you can set your browser not to accept cookies and the websites below tell you how to remove cookies from your browser. However, some of our website features may not function as a result.

For further information on our use of cookies, please see our Website cookie policy.

For further information on cookies generally visit www.aboutcookies.org or www.allaboutcookies.org.

How we use your personal information

We collect information about our users for the following purposes:

- To identify and treat your injury or any requirements that you seek for remedial therapy
- To contact you via email or using mobile/home phone number regarding clinic related matters
- To send appointment details
- You may be sent further information about treatments and offers.

Who your information may be shared with

We may share your information with:

- Law enforcement agencies in connection with any investigation to help prevent unlawful activity

We do not share personal information with any other 3rd parties; unless we have your prior consent, for example if it is beneficial to share it with other health care professionals regarding your continued care.

Marketing

We would like to send you information about products, services, offers, competitions and our business which may be of interest to you. Such information could be sent by post, email, telephone text message or automated call.

We will ask whether you would like us to send you marketing messages on the first occasion that you provide any relevant contact information (i.e. on purchase, signing up to a newsletter, entering a

competition etc). If you do opt in to receive such marketing from us, you can opt out at any time (see 'What rights do you have?' below for further information). If you have any queries about how to opt out, or if you are receiving messages you do not want you can contact us using the details provided below.

Whether personal information has to be provided by you, and if so why

We will only collect the information needed at your initial assessment so that we can provide you with the services you require.

How long your personal information will be kept

We hold your personal information for the following periods:

- Minimum of seven years
- Up to the aged of 21 for children

These periods are no longer than necessary in each case.

Reasons we can collect and use your personal information

We rely on the following as the lawful basis on which to collect and use personal information:

- Consent

Keeping your information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We will also use technological and organisation measures to keep your information secure. These measures may include the following examples:

- All data on a mobile device will be stored securely and encrypted
- Payment details will not be stored
- Any personal data recorded on a hard copy will be stored in a locked draw/cabinet on the premises at PSST-clinic

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Indeed, while we will use all reasonable efforts to secure your personal data, in using the site you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that are transferred from you or to you via the internet. If you have any particular concerns about your information, please contact us using the details below.

Transfer of your information out of the EEA

We will not transfer your personal information outside of the EEA at any time.

Children and the validity of consent

Where we obtain consent from any user, we will take reasonable steps to ascertain whether the user is over 18 years of age and whether the child is sufficiently informed to give valid consent. If the user is not, parental consent will be required to provide consent for the processing of any personal information.

What rights do you have?

Under the General Data Protection Regulation, you have a number of important rights free of charge. In summary, those include rights to:

- fair processing of information and transparency over how we use your personal information
- access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address.
- require us to correct any mistakes in your information which we hold
- require the erasure of personal information concerning you in certain situations
- receive the personal information concerning you which you have provided to us, in a structured, commonly used readable format and have the right to transmit those data to a third party in certain situations
- object at any time to processing of personal information concerning you for direct marketing
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- object in certain other situations to our continued processing of your personal information
- otherwise restrict our processing of your personal information in certain circumstances
- claim compensation for damages caused by our breach of any data protection laws

For further information on each of those rights, including the circumstances in which they apply, see the Guidance from the UK Information Commissioner's Office (ICO) on individual's rights under the General Data Protection Regulations (<http://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>)

If you would like to exercise any of these rights, please:

- email, call or write to us
- let us have enough information to identify you
- let us have proof of your identity (a copy of your driving license, passport or a recent credit card/utility bill)
- let us know the information to which your request relates

From time to time we may also have other methods to unsubscribe (opt-out) from any direct marketing including for example, unsubscribe buttons or web links. If such are offered, please note that there may be some period after selecting to unsubscribe in which marketing may still be received while your request is being processed.

Changes to the privacy policy

This privacy policy was published on 27/11/2018 and last updated on 27/11/2018.

We may change this privacy policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version that will apply each time you access this website. We will also attempt to notify users of any changes by:

- email for those we hold this information on

Contacting us/Make a complaint

If you have any questions about this policy or the information, we hold about you, or you wish to make a complaint about how your personal data is being processed by PSST-clinic you have the right to complain to us. If you do not get a response within 30-days, you can complain to the ICO. The details of each of these contacts are:

- **For PSST-clinic:**
 - **email:** info@psst-clinic.co.uk
 - **post:** 4 Louisburg Close, Wootton, Northampton, NN4 6RF
 - **telephone:** 07511586300

Calls will be answered during the following times or leave a message and we will come back to you:

Monday – Wednesday: 9am to 1pm

Thursday: 1pm to 8pm

Friday: 9am to 1pm

We may record calls for quality and training purposes

- **For Information Commissioner's Office (ICO):**
 - **email:** <https://ico.org.uk/global/contact-us/email/> or casework@ico.org.uk
 - **post:** Customer Contact, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
 - **live chat:** <https://ico.org.uk/make-a-complaint/>
 - **telephone:** 0303 123 1113

Refer to their website for more information and other links: <https://ico.org.uk/>