

Privacy Notice

This Privacy Notice explains why we collect personal data, what personal information we collect, how we use it and your rights in respect of your personal information. Your personal data will only be used in accordance with this Privacy Notice.

About us

Neuro Physio Scotland Limited is a provider of physiotherapy and rehabilitation equipment. We are based in Glasgow and are regulated by the Health and Care Professions Council <http://www.hcpc-uk.co.uk>. We are registered with the Information Commissioner's Office.

Contacting us

If you have any queries about our policy or concerns about your data please contact us on 0141 255 0304 or info@neurophysioscotland.co.uk, or write to the Data Protection Lead, Neuro Physio Scotland Ltd, 111 Balcarres Avenue, Glasgow, G12 0QW.

Our Commitment to your Privacy

Your privacy is important to us. To better protect your privacy we provide this notice explaining our information practices and the choices you can make about the way your information is collected and used. To make this notice easy to find, we make it available on our homepage and at every point where personally identifiable information may be requested.

We believe:

1. User privacy and data protection are human rights
2. We have a duty of care to the people whose data we hold
3. Data is a liability and as such, it should only be collected and processed when absolutely necessary
4. We will never sell, rent or otherwise distribute or make public your personal information
5. We will never sell or give your data to anyone who would send you spam.

Personal Information

Personal information is information about you from which you can be identified, such as your name and contact details. This may include sensitive personal information such as medical information. Neuro Physio Scotland may ask you for you for relevant information which will assist in providing you with the best possible treatment and advice.

By providing your data and/or information, or by using our website or other online or digital platforms, you consent to the use of your data and information as described or referred to in this privacy notice.

If we make a change to any of the ways in which we process personal information, we will update this policy and post this on our website, so please check back regularly for updates.

Use of your Personal Information

We will only use your personal information where the law allows us to and for the following reasons:

- To process and complete your requests for our products and services;
- Creating appointments and responding to your queries
- Supporting your medical treatment and care
- Internal record keeping and administration
- Responding to requests where we have a legal or regulatory obligation to do so
- Checking the accuracy of information about you, and the quality of your treatment or care, including auditing medical and billing information for insurance claims
- Supporting your doctor or other healthcare professional
- Assessing the type and quality of care you have received and any concerns or complaints you raise, so that these can be properly investigated
- Using your contact information to send you service-related information if you have agreed to this
- Using your contact information to give you an opportunity to complete a customer satisfaction survey
- Using your contact information to conduct and analyse market research

Confidential and Medical Information

The confidentiality of your personal information is of paramount concern to us and we comply with UK data protection law and all the relevant medical confidentiality guidelines.

Your confidential medical information will only be disclosed to those involved with your treatment or care, in accordance with UK law and guidelines from professional bodies, or for the purposes of clinical audit.

The Information we may hold

The information we hold about you may include the following:

- basic details such as name, address, contact details and next of kin.
- details provided by yourself by email, text or phone conversation.
- patient experience feedback and treatment outcome information you provide
- information about complaints and incidents.
- medical notes and reports about your health, injury including any treatment and care you have received or require.
- information from customer surveys, competitions and marketing activities.

- other information we receive from practitioners or other companies who have obtained your permission to share information about you. For example, case management providers.

Security of your Personal Data

We are committed to keeping your personal information secure. We have put in place physical, electronic and operational procedures intended to safeguard and secure the information we collect. Our staff have a legal duty to respect the confidentiality of your information, and access to your confidential and medical information is restricted only to those who have a reasonable need to access it.

We take reasonable precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed.

Our website is secured by a Secure Socket Layer Certificate and as such, any information transmitted via this website is encrypted.

Our email server is also protected via SSL/TLS and as such, if you have configured your email client to send and receive emails via this secure method, your data will be secure. If you are using plain text then we can not guarantee the safety or integrity of any emails once they have left our server.

When using our website, if the URL of a web page starts with HTTPS, or you see a locked/green padlock symbol, your data should be encrypted when it is sent from your computer to our server. However, we cannot ensure the security of your data when it is being transmitted to our website or other digital sites from other pages. All transmission of personal information and other data is done at your own risk.

Information submitted to Neuro Physio Scotland through a website is normally unprotected until it reaches us. In addition, users are also requested not to send confidential details or credit card numbers, for example, by email.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk.

Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

As a data controller and processor we have responsibilities to prevent your information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed to unauthorised parties. We limit the access of your personal information to those individuals that have a need to use your data including our Employees.

Retention of your personal and medical information

We will keep your personal information and medical records for as long as is necessary and in accordance with the UK and Scottish law.

Your Rights

You have the right to ask us about the personal information we hold on you and we will provide you with a copy of this information in accordance with our obligations under the Data Protection Laws, including the GDPR. You should let us know if you think any information we hold about you is inaccurate, so that we can correct it.