

GDPR Compliance & Privacy Notice

We only request the smallest amount of information possible, enough to make sure we can uniquely identify you (preventing clinical records being inappropriately accessed, shared, or mistakes made on the record itself) and to make sure we can contact you in case we need to rearrange an appointment.

Our standard request is for your name, phone number and email address. In future we may have to ask for date of birth and postcode but at present this is sufficient (this is already required for some insurance patients).

We keep your data in a limited number of secure places. In addition to these we may be required to share your full record with your insurance company if they referred you to us (which you will have agreed with them). Alternatively, you will have to provide written authorisation for us to share your medical information with any other third party (including solicitors or insurers).

Where Your Data is Stored



We use two systems that store data;

- Cliniko

This is our secure clinical system which is specifically designed to hold confidential medical information. We are required to keep this medical information securely for a minimum of seven years in line with UK best practice. We are able to provide you with copies of your medical records free of charge, however a fee may be applicable if you request a specific report. Our standard fee for report writing is £45.

Cliniko do not use your personal data. You will receive automated emails from the system to confirm any appointment you have booked and to remind you of this appointment three days before. This saves missed appointments which the patient is liable to pay.

<https://blog.cliniko.com/gdpr-and-cliniko-9c7af7821273>

- Physitrack

This is our physiotherapy exercise tools provider. They work exclusively in the health sector and adhere to all applicable standards and codes of conduct. They receive your name and email address. This allows us to send you HD videos of exercises and for you to track your own progress and adherence against. Physitrack does not share your details with other agencies.

<https://support.physitrack.com/article/639-general-data-protection-regulation-gdpr>

How do you find out about Special Offers & New Services?

We've never liked sending unsolicited emails (which is why we've averaged around 5 per year since we started). However, as a small business we survive solely on word of mouth. So, we will now put any offers or promotions on our Facebook page and our Website.

Facebook: www.facebook.com/supportsustain

Website: www.supportandsustain.co.uk

Please contact info@supportandsustain.co.uk if you have questions or require further information.

Yours Sincerely



Ross Farmer

Data Protection Officer

Support & Sustain