

Patient Privacy Notice

Genuine Physio is committed to protecting your personal data. This notice explains how your information is collected, used, stored, and protected in accordance with the General Data Protection Regulations (GDPR) and the Data Protection Act 2018. Genuine Physio is registered with the Information Commissioner's Office (ICO) as a data controller.

1. Contact Details

Business Name: Genuine Physio
Data Controller: Luke Schembri
Clinic Address: 8 Lyonsdene, Tadworth, KT20 6UB
Phone Number: 07944349095
Email Address: genuinephysio@gmail.com
ICO Registration Number: 00011333975

2. Information We Collect

We collect and process the following categories of data:

- **Personal Data:** Name, date of birth, contact details, and appointment history.
- **Special Category Data:** Medical history, clinical assessment notes, treatment records, and GP/Consultant details.
- **Financial Data:** Payment information and invoices.

3. Purpose & Lawful Basis

We process your data to provide safe physiotherapy treatment and maintain professional clinical records.

- **Contractual Necessity:** To fulfill our service agreement with you (Article 6(1)(b)).
- **Healthcare Provision:** Processing of special category health data for the purposes of preventative or occupational medicine, medical diagnosis, and the provision of health care (Article 9(2)(h)).

4. Storage and Security

When patients provide us with their data, we take steps to ensure it is treated securely and handled with care.

- **Secure Systems:** Personal data is stored using password-protected systems. We use appropriate technical measures to protect your information against unauthorised access, loss, or misuse.
- **Clinical Software:** We use professional clinical management software to store your records. We ensure these platforms meet high security standards, use industry-standard encryption, and comply with UK data protection laws.

- **Website:** When you visit the Genuine Physio website, limited technical data (such as IP address and usage data) may be collected through cookies to help the site function securely and correctly.

5. Data Sharing

Your data is never sold for marketing purposes. We only share information when:

- You provide consent
- Required for clinical care (e.g. GP/consultant referral)
- Required by law (court order, safeguarding)

Personal data will only be shared to the minimum extent necessary for the stated purpose.

6. Data Retention

In line with professional healthcare standards, we retain records for:

- **Adults:** 8 years after the last treatment.
- **Children:** Until the patient's 25th birthday (or 26th if treated at age 17).

7. Your Rights

Under UK GDPR, you have the following rights:

- **Access:** Request a copy of your clinical records.
- **Rectification:** Correct inaccurate or incomplete data.
- **Erasure:** Request deletion (noting that clinical retention laws may override this).
- **Portability:** Request a transfer of your data to another provider.
- **Restriction:** Request that we limit how your data is processed in certain circumstances.
- **Objection:** Object to processing where applicable.

To exercise these rights, please contact Luke Schembri at the email address provided above. We will respond within one month in accordance with UK GDPR.

8. How to Complain

If you have concerns about how your data is handled, please contact us first. You also have the right to lodge a complaint with the Information Commissioner's Office (ICO):

- **Website:** www.ico.org.uk
- **Helpline:** 0303 123 1113

9. Data Breaches

We do everything we can to keep your information safe. However, in the unlikely event of a personal data breach that could pose a risk to your rights or freedoms, Genuine Physio is

committed to notifying you promptly and complying with all UK GDPR reporting requirements.

10. Updates

This Privacy Notice will be kept under regular review.

Last updated: February 2026