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|  | Lorraine Parsons Sports Massage  Privacy Policy |

## Privacy policy

Lorraine Parsons Sports Massage retains the following information regarding each client:

* Name
* Gender
* Date of Birth
* Address
* Email address
* Contact phone numbers
* Details of Next of Kin
* GP details
* Any medical history that the client chooses to disclose
* Contemporaneous records relating to each treatment
* Details of appointment history

Client records are stored electronically by a password protected database. Hard copies ceased to be created from July 2020 as data now held within Cliniko (Patient management system). Historical documentation will be retained for 7 years in line with requirements from Balens insurance. These are stored within a locked cabinet.

Additional systems that are utilised by Lorraine Parsons Sports Massage are as follows and have each confirmed internal process are in place for General Data Protection Regulation (GDPR) compliance:

* Cliniko – patient management system. Information stored includes name, date of birth, address, email address, contact phone numbers and clinical notes. Automated email and text messages are generated for appointment confirmation, reminders and cancellations.
* izettle – point of access/sale payment method/card machine. Lorraine Parsons Sports Massage does not store any client specific information within izettle.
* Rehab my patient – exercise prescription software. Information stored includes name, date of birth, email address and prescribed exercises. The software allows emails to be sent to individual clients with their prescribed exercises
* Mailchimp – imports mailing list details from cliniko to enable communication of services to the client group. Double opt-in email confirmation is enabled requiring new clients to activate their subscription to receive communications about services. There is also an option to unsubscribe at any point via communications generated via mailchimp
* Information collected may be used for periodic emails for promotional purposes

It is a requirement of Balens LTD (insurer) that all client records are retained by Lorraine Parsons Sports Massage for a minimum of 7 years following the date of the last treatment provided. Records relating to clients under the age of 18 years will be retained for 7 years following the date of turning 18 years of age.

Clients are entitled to request access to their personal records held by Lorraine Parsons Sports Massage. This request is to be made directly to Lorraine Parsons Sports Massage who will be required provide the information within one month.

Any complaints regarding the handling of personal data can be made via the Information Commissioners Office (ICO)

March 18th 2021