

# PRIVACY NOTICE (PHYSIOTHERAPY SERVICES)

## ABPT Privacy Notice – Physiotherapy Services

Last updated: March 2026

This privacy notice explains how **ABPT Physiotherapy** collects, uses and protects your personal information when you access physiotherapy services.

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### Contact details

ABPT Physiotherapy

Email: [alexblor.physio@outlook.com](mailto:alexblor.physio@outlook.com)

Telephone: 07352347344

If you have any questions about how your information is used, please contact us using the details above.

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### What information we collect

We may collect the following personal information when you access our services:

#### Personal details

- Name
  - Address
  - Email address
  - Telephone number
  - Date of birth
  - Gender
  - Emergency contact details
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#### Health information (special category data)

- Medical history
- Current symptoms and injuries
- Medication information
- Imaging reports (e.g. MRI, X-ray)
- Clinical assessment findings
- Treatment records

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### **Administrative information**

- Appointment history
- Payment information
- Insurance information
- Communication records

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### **How we collect your information**

We collect information:

- directly from you through **consultations or forms**
- through our **website contact form**
- via **email or telephone enquiries**
- from **referring healthcare professionals**
- from **family members or carers where appropriate**

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### **How we use your information**

We process personal information to:

- provide physiotherapy assessment and treatment
- maintain accurate clinical records
- communicate about appointments
- send appointment reminders
- manage payments
- respond to enquiries or complaints
- comply with legal and regulatory requirements

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### **Lawful bases for processing**

Under UK GDPR we rely on the following lawful bases.

#### **Contract**

Processing is necessary to provide physiotherapy services you request.

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#### **Legal obligation**

We must maintain records and comply with healthcare regulation and tax law.

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### **Legitimate interests**

We process information where necessary to:

- operate and improve our services
- manage appointment scheduling
- maintain professional clinical documentation
- communicate regarding services you have requested

We ensure this processing does not override your rights.

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### **Vital interests**

In emergency situations we may share information where necessary to protect someone's life or health.

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### **Special category health data**

Health information is processed under:

#### **UK GDPR Article 9(2)(h)**

Provision of health care or treatment by a regulated health professional.

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### **How long we keep your information**

In accordance with **CSP and healthcare record guidance**, we retain clinical records for:

#### **Adults**

##### **8 years after last treatment**

#### **Children**

Until **age 25** (or 26 if treated at 17).

This reflects NHS Records Management Code guidance.

Financial records are retained for **6 years** in line with HMRC requirements.

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### **Who we share information with**

We only share information when necessary.

This may include:

- your GP or other healthcare providers

- insurance providers
  - regulatory bodies
  - legal authorities where required
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### **Data processors**

We use secure third-party providers to operate our services.

These include:

#### **Rehab Guru**

Used for:

- clinical record storage
- exercise prescription
- appointment management

#### **Wix**

Used for:

- website hosting
- enquiry forms

#### **SumUp**

Used for:

- payment processing

#### **Microsoft Outlook**

Used for:

- email communications

All providers comply with GDPR data protection requirements.

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### **Data security**

We protect information using:

- password protected systems
  - two-factor authentication
  - encrypted cloud platforms
  - restricted access to records
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## **Your data protection rights**

You have the right to:

- access your personal data
- request correction of inaccurate data
- request deletion in certain circumstances
- restrict processing
- object to processing
- request data portability

Requests will be responded to within **one month**.

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## **How to complain**

If you have concerns about how we use your information you can contact us directly.

You may also contact:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline: 0303 123 1113

# MENTORING & MAILING LIST PRIVACY NOTICE

## **ABPT Mentoring & Professional Education Privacy Notice**

Last updated: March 2026

This notice explains how we collect and use information relating to mentoring, professional education and mailing list communications.

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## **What information we collect**

We may collect:

- name
- email address
- telephone number
- profession (student or clinician)

- mentoring enquiry details
  - payment information
  - session attendance records
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### **How we collect information**

Information is collected through:

- website enquiry forms
  - mentoring sign-up forms
  - direct email enquiries
  - mentoring sessions
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### **How we use the information**

We use personal information to:

- respond to mentoring enquiries
  - deliver mentoring sessions
  - maintain records of mentoring sessions
  - process payments
  - send educational updates and newsletters (if consent is provided)
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### **Case discussions during mentoring**

Mentoring sessions may involve **clinical case discussion**.

All case discussions must be **fully anonymised**.

No identifiable patient information should be shared.

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### **Lawful bases**

#### **Contract**

Where mentoring services are purchased.

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#### **Legitimate interests**

For responding to mentoring enquiries and managing mentoring services.

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## Consent

For sending:

- newsletters
- professional updates
- marketing emails

You may withdraw consent at any time.

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## Where data is stored

Mentoring records may be securely stored using:

- Rehab Guru (professional documentation)
  - Microsoft Outlook (communication)
  - Wix (form submissions)
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## Retention period

Mentoring records are retained for **6 years** for professional accountability and insurance purposes.

Mailing list data is retained **until consent is withdrawn**.

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## Third-party processors

- Wix – website forms
  - SumUp – payments
  - Microsoft Outlook – email
  - Rehab Guru – mentoring records
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## Your rights

You may request:

- access
  - correction
  - deletion
  - restriction
  - withdrawal of consent
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