HARBOURLINE PHYSIO

Patient Privacy Notice

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Version	**2.0**
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Document owner	**Data Protection Lead**
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Applies to	**Quayside Clinic and Elm Park Clinic**

This is a synthetic document written for a software demonstration. Harbourline Physio, its staff, insurers, addresses and document numbers are invented.

SYNTHETIC DOCUMENT: Harbourline Physio is a fictional clinic. For demonstration only.

1. Who we are

1.1 Harbourline Physio Ltd, a fictional company, runs the Quayside Clinic and the Elm Park Clinic in Carrowby. It is the controller of the personal data described in this Notice.

1.2 The Data Protection Lead can be reached at privacy@harbourline.example or by post at the Quayside Clinic.

2. What we collect

2.1 Contact details: name, date of birth, address, phone number and email.

2.2 Health information: your health questionnaire, assessment findings, treatment notes, outcome scores and any letter from your GP.

2.3 Billing information: the insurer, membership number and pre-authorisation code where relevant. We do not keep full card numbers; the card terminal provider handles them.

2.4 Images from CCTV at the entrance of the Quayside Clinic and in the Elm Park car park. Footage is kept for 30 days.

2.5 Telephone calls are not recorded.

3. Why we use it

3.1 To provide your care. The lawful basis is that this is necessary for the provision of health care, and for our contract with you.

3.2 To bill you or your insurer, on the basis of our contract with you.

3.3 To meet legal duties, such as keeping records and responding to a regulator.

3.4 To send appointment reminders by text or email. You can stop reminders at any time by telling reception; we will still contact you about changes to a booked appointment.

3.5 We do not use your data for marketing unless you ask us to, and we never sell it.

4. Who we share it with

4.1 Insurers: only what the insurer needs to pay a claim. This is usually your name, membership number, dates of sessions, the fee, and the practitioner's registration number. We send treatment notes only if the insurer asks for them and you have agreed.

4.2 Your GP: with your agreement, a letter after assessment or at discharge.

4.3 Carrowby Imaging Partners and other onward referrals: only after you have agreed to the referral.

4.4 Service providers who process data for us, such as the booking system and the text-message service. They act on our instructions.

4.5 Regulators, courts or the police, where the law requires.

5. How long we keep it

5.1 Adult clinical records are kept for 8 years after your last appointment.

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5.2 Records of patients treated as children are kept until the patient is 25, or for 8 years after the last appointment if that is longer.

5.3 Billing records are kept for 7 years. CCTV is kept for 30 days.

6. Your rights

6.1 You can ask to see the data we hold about you. We reply within one month, free of charge.

6.2 You can ask us to correct data that is wrong, and in some circumstances to delete it. We cannot delete clinical records we are legally required to keep.

6.3 You can object to our use of your data for reminders, or ask us to limit how we use it.

6.4 Ask by emailing privacy@harbourline.example. We will check who you are first.

7. How we protect it

7.1 Records are held in our practice system. Access is limited to staff who need it for their role and is logged.

7.2 Staff receive data-protection training once a year.

7.3 If a breach of personal data is likely to harm you, we will tell you and the Information Commissioner's Office.

8. Children

8.1 We treat patients aged 12 and over. For patients aged 12 to 15, a parent or guardian is present and we share information with them about the care. A young person's own wishes are taken into account.

9. Complaints

9.1 Please tell us first at privacy@harbourline.example. You can also complain to the Information Commissioner's Office.

9.2 We update this Notice when our practice changes. The version on the cover is the version in force.

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