



## **ARISTOS PHYSIOTHERAPY PRIVACY POLICY**

We believe that your private information should be just that – private. To operate our services we need to collect some personal information about you. This privacy notice explains what we do with the personal data collected and why we do it.

Aristos Physiotherapy Ltd. (“Aristos Physiotherapy”, “the organisation”, “we”, “us” or “our”) is committed to being transparent about how it collects and uses that data, and to meeting its data protection obligations. By using any of Aristos Physiotherapy’ services, you confirm that you have read, understood and agree to this Privacy Policy.

### **What information does the organisation collect?**

The organisation collects and processes information about you when you enquire about our services by filling out online forms, or when you make an appointment with us. This information allows us to contact you in order to discuss your enquiry, or provide information about your upcoming appointment, and answer any questions you may have in relation to our services.

The information collected includes:

- your name
- date of birth
- address
- email address
- telephone number
- emergency contact

Prior to attending your first appointment with us, we require you to complete a pre-appointment intake form.

The information collected in the intake form includes:

- Please tell us what you are looking for help with
- What is your pain stopping you from doing and how is it making you feel?
- Is there anything you would like to get back to, but feel that you can't because of your pain?
- How long has this been going on for?
- Do you have any other Past Medical History e.g. allergies or underlying conditions?
- Have you had any injuries in the past? (no matter how long ago or small, for example sprained ankles, broken bones, ligament injuries, fractures etc)
- Please detail some information about your current sleep; How do you currently sleep, how do you feel in the morning? Do you wake during the night?



- Stress; Please rate your current stress levels on scale of 0-10. 0 being not stressed at all, and 10 being very stressed. If able, please given an indication as to what may be contributing to your stress levels?

The information gathered in this questionnaire, is stored within your personal file on our electronic practice management system, Cliniko. For further information on how Cliniko store your personal information, please see below.

We also have a CCTV Surveillance System in place for the prevention and identification of crime; to monitor the facility in order to provide a safe and secure environment for members, users and staff; and to prevent the loss or damage to Aristos equipment. For more information about our CCTV usage please see our CCTV Policy.

## **Why does the organisation process personal data?**

Your name, address and payment information will be used to pay for your physiotherapy service and / or set up your membership and process your payment.

Your email address is used to communicate with you regarding updates and opportunities at Aristos Physiotherapy Ltd.

Your phone number may be used to contact you, i.e. to inform you of a last minute appointment cancellation, or for a progress update on your treatment, or in an emergency situation.

Your emergency contact details will only be used in an emergency situation to notify your designated contact.

Gender and date of birth information helps us to understand the demographic of our membership and allows us to improve the service for our members.

Personal data collected through the website in relation to products purchased will only be used in conjunction with that particular order, to allow for the payment to be processed and for the product to be produced.

Please note that we will only use your Personal Data in ways that are compatible with the purposes for which it was collected or as subsequently authorised by you.

## **How we store the information**

Data will be stored in:

- paper based personal files;
- our IT systems; and
- our email system.



## Who has access to data?

- **Cliniko** - Cliniko is our practice management system. Cliniko is hosted in state-of-the-art datacenter facilities. Physical access is controlled at the perimeter and building entry points by professional security staff using video surveillance, intrusion detection systems, and other electronic means. Whenever your data is sent to Cliniko, it's encrypted using HTTPS (end-to-end encryption). We use a 2048-bit SSL certification for encryption in transit. All data is also encrypted at rest and backed up daily, using the industry-standard AES-256 encryption algorithm. Please see a link to Cliniko Privacy Policy here <https://www.cliniko.com/policies/privacy/>
- **Rehab Guru** - Rehab Guru is our exercise prescription software. Please see a link to their privacy policy here <https://www.rehabguru.com/privacy-policy>
- **Cliniq Apps** - Cliniq Apps is one of our CRM software. They are based in Australia. Please see a link to their privacy policy here [https://www.cliniqapps.com/home/privacy\\_policy](https://www.cliniqapps.com/home/privacy_policy)
- **Mailchimp** - Mailchimp is a CRM software that we use for email marketing. Please see a link to their privacy policy here <https://www.intuit.com/privacy/statement/>
- **Square** - We use a Square terminal in the clinic to take in person and online card payments. By using our services, you grant Square the right, power and authority to act on your behalf to access and transmit your personal and financial information from the right financial institution. You agree to your personal and financial information being transferred, stored and processed by Square in accordance with the Square Privacy Policy. Please see their privacy policy here <https://squareup.com/gb/en/legal/general/privacy>
- **Gocardless** - We use Gocardless to process direct debit payments for Aristos Thrive and packages. By using our services, you grant Gocardless the right, power and authority to act on your behalf to access and transmit your personal and financial information from the right financial institution. You agree to your personal and financial information being transferred, stored and processed by Gocardless in accordance with the Gocardless Privacy Policy. Please see their privacy policy here <https://gocardless.com/privacy/details/>.
- **Squarespace** - Squarespace as a platform for the design of our website. Any personal data collected through our website, either via member enquiries or when purchasing products, is managed by Squarespace. Squarespace trade globally however, and has an office based in Dublin, Ireland. A copy of the Squarespace Privacy Policy can be found at <https://www.squarespace.com/privacy>.
- **Stripe** - In order to process products purchased through our website, Squarespace uses Stripe, Inc. ("Stripe") to gather your data from financial institutions. Stripe trade globally, with headquarters in San Francisco, USA, however have an office based in London, UK. By using our services, you grant Squarespace and Stripe the right, power and authority to act on your behalf to access and transmit your personal and financial information from the right financial institution. You agree to your personal and financial information being transferred, stored and processed by Stripe in accordance with the Stripe Privacy Policy at <https://stripe.com/gb/privacy>.



- **CoachRx** - CoachRx is our exercise prescription software for Aristos Thrive members. They are a US based software company. Please see their privacy policy here <https://www.opexfit.com/privacy-policy/>.
- **Vald Dynamo** - This is a technology we use in clinic to measure strength and range of motion. In order to use this, they require your name, sex, and date of birth. Please see the Vald privacy policy here <https://valdperformance.com/privacy-policy/>.

These third parties will access your information only to perform tasks on our behalf in compliance with this Privacy Policy. Aristos Physiotherapy requires its service providers that have access to Personal Data collected through Aristos Physiotherapy to provide at least the same level of privacy protection that is required by this Privacy Policy.

## **How does the organisation protect data?**

The organisation takes the security of your data seriously. The organisation has internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by the Directors and members of staff in the performance of their duties.

Where the organisation engages third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

## **How can the personal information we hold be updated or amended?**

All of your personal information can be updated at any time by logging on to Wodify using your member username and password, or through the Wodify app. This can be accessed through menu / settings / and then selecting the personal data that you would like to update.

## **For how long does the organisation keep data?**

The organisation will not keep your personal information for any purpose(s) for longer than is necessary and we will only retain the relevant personal information that is necessary in relation to the purpose. We are also required to retain certain information by law or if it is reasonably necessary to meet regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce our terms and conditions. For example, we will retain the personal information you provided on joining as a member so long as your membership remains in existence.

We are required to keep an electronic copy of your clinical notes for legal purposes.



## Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require the organisation to change incorrect or incomplete data;
- require the organisation to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing; and
- object to the processing of your data where the organisation is relying on its legitimate interests as the legal ground for processing.

If you have any questions, comments or complaints about this Privacy Policy or our privacy practices or if you would like to exercise your rights, please email us at [info@aristosphysiotherapy.co.uk](mailto:info@aristosphysiotherapy.co.uk) or contact us through our website: [www.aristosphysiotherapy.co.uk](http://www.aristosphysiotherapy.co.uk)