

Vanbrugh Physiotherapy Ltd – Privacy Statement



Responsible use and protection of your personal data and medical information is of utmost importance to us.

To comply with relevant UK legislation and for the purpose of identifying you correctly, we need to ask you for some of your personal data and possibly your medical history.

Physiotherapy and massage therapists have a professional and legal obligation to keep an accurate record of their interactions with patients. We are required to securely keep these records for at least 8 years.

Personal data or medical information will be managed in accordance with this Privacy Statement.

The concise overview of our Privacy Statement

1. To comply with UK law, we must gather and record some of your personal data and medical related interactions with us.
2. We do not share your personal data with external parties.
3. You decide what information you receive from us and by what method. You can change how and why we contact you.
4. We use a respected UK based technology platform to process your appointments, store your personal data, billing and medical records.
5. If you use insurance, your insurer requires us to provide some information to them relating to your diagnosis, treatment, appointments and billing.
6. We reserve the right to contact you in cases of; appointment changes, insurance claims, billing / payment related issues.

More detailed information relating to our Privacy Statement

We do not share your personal data or medical information with any external parties that may use that information for unsolicited marketing purposes, research or customer profiling.

For our internal clinical administration, we use a secure UK based electronic booking and records platform called Private Practice Software (PPS), provided through Rushcliff Ltd. PPS is used by over 10,000 medical practitioners to securely manage their clinical administration. Rushcliff Ltd privacy statement and policy are available at www.rushcliff.com

If you are using medical insurance; information that relates to your identity, your insurance coverage, your medical history, your diagnosis and treatment with us, appointments and billing may be shared between us and your insurance company.

Medical records are private. We require your direct approval before we would provide a copy of your medical record to any external party.

We engage multiple therapists at our Clinics. From time to time your diagnosis and treatment history may be shared internally between practitioners for the purposes of review, professional advice, treatment and professional development. Unless it is required, this would not include your personal data (ie, your name).

For your convenience, we can send you appointment confirmations and reminders by email and or text. We would also like to post / email treatment or health related information, special offers or features to you.

You decide what information you receive from us and by what method. You can change how and why we contact you. To check what contact preferences we have for you or to change these preferences, please email info@vphysio.co.uk or call 0208 293 5484.