

PRIVACY POLICY

The Website as defined in the Terms and Conditions is controlled and owned by Bahiranga Physio Ltd, referred to in this privacy statement as 'We', 'Us' or 'Our'.

Bahiranga Physio Ltd are committed to protecting and respecting your privacy.

This policy and any other documents referred to, set out the basis on which any personal data we collect from you or that you provide to us, will be processed by us. Please read the following carefully to understand our practices regarding your personal data and how we will treat it.

For the purpose of the Data Protection Act, the data controller is Bahiranga Physio Ltd under Data Protection Registration ZA228081. The registered company address is 7 Bell Yard London WC2A 2JR . Company registration number is 13057439

We understand that your information is entrusted to us and we are committed to protecting and respecting your privacy. To this end Bahiranga Physio Ltd complies with current data protection legislation and with clinical confidentiality guidelines. This privacy policy is designed to tell you about our practices regarding the collection, use, storage and disclosure of personal information that we hold about you and which you may provide when either contacting us for an enquiry, making a booking or when registering your details with us for ease of use to access our services.

When we refer to "personal information" in this policy, we mean information that could or has the potential to identify you as an individual or provides information about you. Accordingly, we may hold and use information about you as a customer, a patient, or in any other capacity, for example, when you visit our websites, complete a form, send an email, access our services or speak to us.

Security of your personal information

We endeavour to protect all information we hold about you by ensuring that we have appropriate security measures in place to prevent unauthorised access, information being lost, destroyed or damaged. We conduct audits from time to time to monitor our compliance to Information Security and data protection.

In the usual course of our business, we may use third party organisations to support the essential delivery of our services. This may include support for IT systems in which your information is stored or to maintain software applications. Where a third party data processor is used, we ensure that they operate under contractual restrictions with regard to confidentiality and security, in addition to their obligations under the Data Protection Act.

Information entered onto The Website

Please be sure to read this entire privacy policy before using or submitting information to The Website.

By using The Website, you agree to the terms of this Privacy Policy. Whenever you submit information via The Website, you consent to the collection, use, and disclosure of that information in accordance with this Privacy Policy.

The site is intended for use by residents of the United Kingdom.

Information collected when you contact us

When you contact us to enquire about a service or a product, we will only collect personal information about you that enables us to provide you with the information that you have enquired about. Information collected will be kept securely and only accessed by those individuals responsible for ensuring you are provided with the correct information about our services.

Monitoring Web Based Physiotherapy Sessions

In the interests of training and continually improving our services, online physiotherapy sessions between physiotherapists and their patients may be monitored or recorded.

Health Information collected during treatments and services

Where sensitive clinical information is collected it will be kept confidential and secure and will only be disclosed to and received from those individuals involved with your treatment or care, or to their agents and, if applicable, to any person or organisation who may be responsible for meeting your treatment expenses or their agents.

Information may be provided to external service providers and regulatory bodies for the purpose of clinical audit to ensure the highest standards of care and record keeping are maintained.

What personal information do we collect when you access our website?

We may collect and process personal information when you:-

- enquire about any of our services or treatments
- book to receive any of our services
- register for faster access
- fill in a web form
- complete customer surveys
- post material on the site or to participate in a competition or promotion sponsored by us
- If you contact us, we may keep a record of that correspondence.

We may also collect sensitive information about you related to your health that you have entered into a web form or emailed via our website. Please note that information sent through a web form enquiry or via email is normally unprotected until it reaches us.

During a treatment session, the physiotherapist will create electronic medical notes relating to your condition and treatment. These notes are confidential and personal to you and form part of your account data.

The security of Information & Where We Store Your Personal Data

Data transmission over the internet is not completely secure and we cannot guarantee the security of your personal information or other data transmitted to or from our website; any such transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

The collection, use, and disclosure of data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). By submitting your personal data, and in providing any personal and/or sensitive information to us, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Payment Transactions

Any payment transactions will be encrypted using SSL technology. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

How do we use your personal information?

Your personal information will be kept confidential and secure and only used in connection with Bahiranga Physio Ltd services for the purpose for which it was collected and in accordance with our requirements under data protection legislation and clinical confidentiality guidelines. Sensitive information related to your health will only be used: to provide you with information and services appropriate to your interests and preferences, or to enable contracted service providers to provide you with services relating to our communications with you or in connection with any medical treatment which you may be receiving or seeking advice. Any personal information you provide will be held for as long as is reasonably necessary having regard for the purpose for which it was collected.

We may use your personal data for some or all of the following reasons:

- To provide various Bahiranga Physio Ltd services and to allow you to ensure that content from our site is presented in the most effective manner for you;
- To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes;
- To carry out our obligations arising from any contracts entered into between you and us;
- To allow you to participate in interactive features of our service, when you choose to do so;
- To notify you about changes to our service.

What do we do with non-personal information collected when accessing the website? Other non-personal information which you submit may also be collected to enable us to better understand our customers, improve our website, general marketing and to help provide a better experience of our services. We may also use other companies to set cookies on our website and gather cookie information for us – please refer to the information detailed below. From time to time we may also analyse Internet Protocol (IP) addresses or other anonymous data sources too.

Cookies

UK law now requires website operators to ask for a website user's permission when placing certain kinds of cookie on their devices for the first time.

Where consent is required, the law states that it should be “informed consent”. This increases the onus on websites to ensure that visitors understand what cookies are and why website operators and others want to use them. Here at Bahiranga Physio Ltd we are committed to providing the best digital service to our visitors whilst protecting their privacy

What are Cookies?

Cookies are text files containing small amounts of information which are downloaded to your device when you visit a website. Cookies are then sent back to the originating website on each subsequent visit, or to another website that recognises that cookie. Cookies are useful because they allow a website to recognise a user’s device.

Cookies do lots of different jobs, like letting you navigate between pages efficiently, remembering your preferences, and generally improve the user experience. They can also help to ensure that adverts you see online are more relevant to you and your interests.

Category 1 Cookies: strictly necessary cookies

These cookies are essential in order to enable you to move around the website and use its features, such as accessing secure areas of the website. Without these cookies services you have asked for, like shopping baskets or e-billing, cannot be provided. User consent is not required for the delivery of those cookies which are strictly necessary to provide services requested by the user.

Bahiranga Physio Ltd collects these types of cookies.

Category 2 Cookies: performance cookies

These cookies collect information about how visitors use a website, for instance which pages visitors go to most often, and if they get error messages from web pages. These cookies don’t collect information that identifies a visitor.

As an exception to the above statement that these cookies don’t collect information that identifies a visitor, we may use Google Analytics User ID which enables us to track you by your user ID across multiple devices by linking information associated with multiple user IDs.

Bahiranga Physio Ltd may collect these types of cookies. By using www.bahirangaphysio.co.uk you agree that we can place these types of cookies on your device

Category 3 Cookies: functionality cookies

These cookies allow the website to remember choices you make (such as your user name, language or the region you are in) and provide enhanced, more personal features. The information these cookies collect may be anonymised and they cannot track your browsing activity on other websites.

Bahiranga Physio Ltd may collect these types of cookies. By using www.bahirangaphysio.co.uk you agree that we can place these types of cookies on your device

Category 4 Cookies: targeting cookies or advertising cookies

These cookies are used to deliver adverts more relevant to you and your interests They are also used to limit the number of times you see an advertisement as well as help measure the effectiveness of the advertising campaign.

Bahiranga Physio Ltd do not collect these cookies, and will endeavour to obtain clear and informed user consent depending on the purpose for which the category 4 cookies are to be used.

Marketing

If you have consented to our processing your personal information for marketing purposes we may send you information about our Bahiranga Physio Ltd products and services which may be of interest to you. You have the right to ask us not to process your information in this way at any time. If you no longer wish to receive web based marketing information you can unsubscribe any time using the links provided in the marketing materials.

Third Party Websites

Our website may contain links to other websites which are outside of our control and are not covered by this privacy policy. If you link to these websites we encourage you to read their own privacy policies which may differ from ours.

Fraud

Information may be disclosed to others with a view to preventing fraud or to assist in police investigations in line with the Data Protection Act.

Accessing, updating or deleting your information

You have the right to access information held about you as well as the right to delete your account and associated data. Your rights can be exercised in accordance with the Data Protection Act. Any access request may be subject to a statutory fee to meet our costs in providing you with details of the information we hold about you. At any time you can request a copy of the information that we hold about you, including copies of your medical records (where relevant), by contacting:

The Data Protection Officer

Bahiranga Physio Ltd

7 Bell Yard
London
WC2A 2JR
Uk

You can also access your medical notes in report format directly from our web site by logging on to your account and making the request to download your data

If your details change or are incorrect please let us know.

Changes to our Privacy Statement

We keep our privacy policy under regular review and as a result it may be amended from time to time without notice. As a result we encourage you to review this privacy statement regularly.

Contact

If you have any questions in relation to our privacy statement please contact:

Bahiranga Physio Ltd

7 Bell Yard
London
WC2A 2JR
Uk
