



Privacy Policy

Effective Date: 01/01/2026

Clinic Name: Physio Unleashed Ltd

Website: <https://www.physiounleashed.co.uk/>

Registered Address: 1, The Rake, Bromborough, Wirral. CH62 7AE

Email: contact@physiounleashed.co.uk

Phone: 01513456823

1. Who We Are

Physio Unleashed Ltd ("we", "our", "us") is a physiotherapy clinic providing in-person and online physiotherapy services.

We are the **Data Controller** of your personal data under the General Data Protection Regulation (EU) 2016/679 (GDPR).

2. What Information We Collect

We collect and process the following categories of personal data:

A. Identity and Contact Data

- Full name
- Date of birth
- Address
- Phone number
- Email address
- Emergency contact details

B. Health Data (Special Category Data under GDPR)

- Medical history
- Injury details
- Assessment and treatment records
- Diagnostic reports
- Referral letters
- Progress notes

C. Online Consultation Data

- Video consultation records (if applicable)
- Session notes
- Communication via secure platforms

D. Payment and Billing Data

- Billing address
- Insurance details
- Payment confirmation details
- Transaction references (processed via secure third-party providers)

We do **not store full credit/debit card details** on our servers.

E. Website Usage Data

- IP address
 - Browser type
 - Pages visited
 - Cookies and analytics data
-

3. Legal Basis for Processing (GDPR Article 6 & 9)

We process your data based on:

- **Article 6(1)(b)** – Performance of a contract (providing treatment services)
- **Article 6(1)(c)** – Legal obligation (medical record keeping)
- **Article 6(1)(f)** – Legitimate interests (clinic administration and service improvement)
- **Article 9(2)(h)** – Provision of healthcare treatment (for processing health data)
- **Article 9(2)(a)** – Explicit consent (where required)

4. How We Use Your Information

We use your personal data to:

- Provide physiotherapy assessment and treatment
- Conduct online consultations
- Maintain medical records
- Schedule and manage appointments
- Process payments and insurance claims
- Communicate regarding your care
- Improve our services and website
- Comply with legal and regulatory obligations

5. Online Consultations

For telehealth sessions:

- We use secure, encrypted platforms compliant with GDPR standards.
- Sessions are not recorded unless explicitly agreed to by you.
- You are responsible for ensuring privacy at your location during sessions.

6. Online Payments

Payments made via our website are processed through secure third-party payment providers. These providers process payment data in accordance with GDPR and applicable financial regulations.

We only retain transaction references and necessary billing information.

7. Data Sharing

We may share your information with:

- Other healthcare professionals involved in your treatment
- Insurance providers (with your consent)
- Payment processors
- IT and hosting providers
- Legal or regulatory authorities (when required by law)

All third parties are contractually required to protect your data and comply with GDPR.

We do **not sell your personal data**.

8. Data Retention

We retain medical records in accordance with national healthcare regulations.

Typically:

- Adult medical records: 8 years
- Minor records: (Please check with the clinic)

After the retention period, data is securely deleted or anonymized.

9. Your GDPR Rights

Under GDPR, you have the right to:

- Access your personal data
- Rectify inaccurate data
- Erase your data (“Right to be Forgotten”) where legally permitted
- Restrict processing
- Data portability
- Object to processing
- Withdraw consent at any time

To exercise these rights, contact us at: [contact@physiounleashed.co.uk]

10. Complaints

If you believe your data has been processed unlawfully, you have the right to lodge a complaint with your national Data Protection Authority.

11. Data Security

We implement appropriate technical and organisational security measures including:

- Encrypted communication
 - Secure servers
 - Restricted access to medical records
 - Password-protected systems
 - Staff confidentiality agreements
-

12. Cookies

Our website uses cookies to:

- Improve functionality

- Analyse traffic
- Enhance user experience

You may manage cookie preferences through your browser settings or our cookie banner.

13. Children's Data

We process data of minors only with parental or legal guardian consent, in compliance with GDPR.

14. Changes to This Policy

We may update this Privacy Policy periodically. Updates will be published on this page with a revised effective date.

Contact Us

Physio Unleashed Ltd

Address: 1, The Rake, Bromborough, Wirral. CH62 7AE

Email: contact@physiounleashed.co.uk

Phone: 01513456823