

Together Physiotherapy

Privacy Notice (UK GDPR)

Who we are

Together Physiotherapy provides physiotherapy assessment, treatment, rehabilitation and related healthcare services. Together Physiotherapy is the data controller responsible for the personal information it processes.

Contact details

Email: info@togetherphysiotherapy.com

Website: www.togetherphysiotherapy.com

What information we collect

We may collect personal information including your name, contact details, date of birth, GP details, medical history and other health information, assessment findings, treatment and rehabilitation records, payment information and correspondence.

Why we use your information

We use your information to provide and administer safe and effective physiotherapy and related healthcare, maintain appropriate clinical records, communicate with you, manage appointments and payments, and meet legal and professional obligations.

Lawful basis for processing

Depending on the processing activity, our Article 6 lawful basis may include that processing is necessary to perform a contract with you (Article 6(1)(b)) and/or necessary to comply with a legal obligation (Article 6(1)(c)). Health information is special category data. Where we process health information for the provision or management of healthcare, we rely on Article 9(2)(h), together with the applicable requirements of UK data protection law.

Permission to make an audio recording during an appointment is requested separately. Declining or withdrawing that permission does not affect your access to physiotherapy care.

Temporary audio recording and transcription for clinical note-taking

With your permission, audio recording and transcription software may be used during an appointment solely to assist the physiotherapist with preparing accurate clinical notes. The physiotherapist reviews and takes responsibility for the final clinical record. The recording or transcription does not replace clinical judgement.

Together Physiotherapy currently uses the Apple Notes application for this temporary note-taking workflow. The recording/transcription note is created in the **On My Mac** Notes account rather than an iCloud Notes account. The temporary recording and working transcription are not intended to form part of the retained clinical record.

After the relevant clinical note has been prepared and reviewed, the temporary recording/transcription note is deleted and then removed from Recently Deleted. If you decline recording, your appointment proceeds normally without it. You can withdraw permission at any time.

How your information is stored and protected

We use appropriate technical and organisational measures to protect personal information from accidental loss, misuse, alteration, unauthorised access or disclosure. Information is held using password-protected systems and appropriate clinical record platforms, with access restricted to authorised persons.

How long we keep your information

Clinical records are retained in accordance with applicable legal and professional record-keeping requirements. Retention periods can vary depending on the circumstances, including the age of the patient and the nature of the care provided.

Temporary audio recordings and working transcriptions used for clinical note preparation are deleted after the

relevant clinical note has been prepared and reviewed and are not intentionally retained as part of the clinical record.

Who we share your information with

We do not sell your personal information. Where appropriate, information may be shared with your GP, insurer or other healthcare professionals with your permission, or where disclosure is otherwise required or permitted by law. Where another organisation processes personal information on our behalf, we take appropriate steps to ensure that the information is handled securely and in accordance with applicable data protection requirements.

Your rights

You may have rights under UK data protection law including rights to access your personal information, have inaccurate information corrected and, in some circumstances, request erasure or restriction of processing or object to processing. These rights are not absolute and may be limited where information must be retained or processed for healthcare, legal or professional reasons.

If you have concerns about how your information is handled, please contact Together Physiotherapy. You also have the right to complain to the Information Commissioner's Office (ICO).

ICO contact

Website: www.ico.org.uk

Helpline: 0303 123 1113

Updates

This privacy notice may be updated periodically to reflect legal, regulatory or operational changes.

Last updated: 31 August 2026