



## **Privacy Notice (UK GDPR)**

### ***Who we are***

Together Physiotherapy is a physiotherapy service providing assessment, treatment, rehabilitation, and related healthcare services. We are the data controller responsible for your personal information.

### ***Contact details***

Email: [info@togetherphysiotherapy.com](mailto:info@togetherphysiotherapy.com)  
Website: [www.togetherphysiotherapy.com](http://www.togetherphysiotherapy.com)

### ***What information we collect***

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

### ***Why we collect your information***

We collect your data to provide safe and effective healthcare, maintain clinical records, communicate with you, process payments, comply with legal and professional obligations, and improve our services.

### ***Lawful basis for processing***

We process your personal data under UK GDPR Article 6(1)(b) (contract), Article 6(1)(c) (legal obligation), and Article 9(2)(h) (provision of healthcare).

### ***How your information is stored***

Your information is stored securely using password-protected systems and encrypted clinical record platforms. Access is restricted to authorised personnel only.

### ***How long we keep your information***

Clinical records are retained for a minimum of 8 years after your last appointment, or longer where legally required.

### ***Who we share your information with***

We do not sell your data. Information may be shared with your GP, insurers, or other healthcare professionals with your consent, or where legally required.

### ***Your rights***

You have the right to access, correct, or request deletion of your personal data, restrict processing, and lodge a complaint with the Information Commissioner's Office (ICO).

### ***ICO contact***

Website: [www.ico.org.uk](http://www.ico.org.uk)

Helpline: 0303 123 1113

### ***Data security***

We implement appropriate technical and organisational measures to protect your data from loss, misuse, or unauthorised access.

### ***Updates***

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

Last updated: 26 February 2026