

Who We Are

At PhysioGo Physiotherapy Clinics, we are committed to maintaining the trust and confidence of our visitors to our web site. We will process your data in accordance with the General Data Protection Regulation (GDPR), 2018. In particular, we want you to know that PhysioGo Physiotherapy Clinics are not in the business of selling, renting or trading email lists with other companies and businesses for marketing purposes. We just don't do that sort of thing. In this Privacy Policy, we've provided lots of detailed information on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.

Types of Data we Collect

Website Cookies

Our websites use cookies to collect information. This includes information about browsing and purchasing behaviour by people who access our websites. This includes information about pages viewed, products purchased and the customer journey around our websites.

Google Analytics

When someone visits www.physio-go.co.uk we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

Mailing Lists

In order for us at PhysioGo Physiotherapy Clinics to be able to remind you about appointments, send you booking confirmations and send exercise programmes and other information vital to your treatment at our clinics, we collect personal information from you. We also use that information for another couple of reasons: to tell you about stuff you've asked us to tell you about; to contact you if we need to obtain or provide additional information; to check our records are right and to check every now and then that you're happy and satisfied. We don't rent or trade email lists with other organisations and businesses.

We use a third-party provider, MailChimp, to deliver our newsletter and other promotional information. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see [MailChimp's privacy notice](#). You can unsubscribe to general mailings at any time of the day or night by clicking the unsubscribe link at the bottom of any of our emails or by emailing our data protection officer on privacy@physio-go.co.uk.

Where We Use Your Personal Information

Practice Management Software

At PhysioGo Physiotherapy Clinics, we store your personal information including your name, address, telephone numbers, email addresses, medical insurance details and medical records/assessments on our practice management software provider WriteUpp.

WriteUpp are fully GDPR compliant. You can find their privacy policy here:
<https://www.writeupp.com/privacy-policy/>

Review Platforms

In order for us to be able to improve our user experience here at PhysioGo Physiotherapy Clinics, we may share your email address with Trustpilot and/or Google Reviews in order to request reviews through their platforms. You can request that we do not share your email address with these organisations by emailing our data protection officer on privacy@physio-go.co.uk.

Exercise Prescription Software

We use your email address and telephone number to input on our exercise prescription software provider HEP2GO. This enables us to send you a structured, personalised home exercise programme that is sent directly to you. If you do not wish for us to use your personal information for this purpose, please contact our data protection officer on privacy@physio-go.co.uk and request this.

Other Health Professionals

Occasionally, as part of your care at PhysioGo Physiotherapy Clinics, we need to refer you for care under a different practitioner. We will pass your personal details on as appropriate, but will always gain verbal consent prior to this.

Access to Your Personal Information

You are entitled to view, amend, or delete the personal information that we hold about you at any time. Email your request to our data protection officer David Pinckard at privacy@physio-go.co.uk

Changes to This Policy

This policy is reviewed on an annual basis and was last reviewed on 8/5/18.