



DBC

PHYSIOTHERAPY & SPORTS INJURY CLINIC

Privacy Policy

INTRODUCTION

This Privacy Statement explains how DBC Physiotherapy & Sports Injury Clinic will process your personal and health information in accordance with the General Data Protection Regulation (2016) which comes into effect in May 2018 replacing the existing data protection framework under the EU Data Protection Directive.

Personal Information

Privacy of our client's personal information is an important principle to DBC Naas Physiotherapy & Sports Injury Clinic. We are committed to collecting, using and disclosing personal information responsibly and only to the extent necessary for the treatments/services we provide. Patients are entitled to delete, edit or request a copy of their data.

What is Personal Information?

Personal information is information we collect on registration that we can use to specifically identify you, such as your:

- name
- address
- date of birth
- telephone number /mobile number
- e-mail address
- Doctors name and address

The following document provides our privacy policies.

As a physiotherapy clinic, we collect and use personal information in order to serve our patients. Our primary purpose for the collection of information is to provide the best possible physiotherapy treatment. For example, we may also collect your past health history, your family's health history and your current physical condition to help us assess your personal health needs. Consent may also be needed so diagnostic tests may be obtained to provide more information on your health.

Like most other organisations, we also collect, use and disclose personal information for purposes related secondary to our primary purposes. The following are our most common secondary purposes:

- To remind patients of appointments.
- For follow-up of care
- To invoice for services provided.
- To collect unpaid accounts.
- The cost for some patients may be paid for by a third party (eg. Irish Life Health). These third parties have your consent or the authority to direct us to disclose certain information to ensure client entitlement for payment.

We understand the importance of protecting personal information. For that reason, we have taken the following steps:

- Paper information is either under supervision or secured in a locked or restricted area.

- Electronic hardware is either under supervision or secured in a locked or restricted area at all times. In addition, passwords are used on computers.
- Paper information is transmitted through sealed, addressed envelopes or boxes by reputable companies.
- Electronic information is transmitted either through a direct line or is anonymized or encrypted.
- Staff is trained to collect, use and disclose personal information only as necessary to fulfil their duties and in accordance with our privacy policy.
- External consultants and agencies with access to personal information must enter into privacy agreements with us.

Retention and Destruction of Personal Information

We need to retain personal information for some time to ensure that we can answer any questions you might have about the services provided and for our own accountability to external regulatory bodies. However, we do not want to keep personal information too long in order to protect your privacy.

- We retain our client information for 8 years as required.
- Some clients may return for further treatment at a later date, and their past records maybe of benefit.
- All unnecessary paperwork is shredded on site so it cannot be seen or duplicated. Shredding is done by a dedicated professional document shredding company.
- Our staffs are trained to collect, use and disclose personal information only as necessary and as discreetly as possible
- All files are housed in areas restricted to staff only and are accessed on an “as needed” basis only.
- Electronic information is destroyed and when hard drives are discarded, they are destroyed so information cannot be accessed or duplicated.
- If you request your personal data to be edited, deleted or provide a copy we will do so right away.

Non Personal Information

Introduction to Non Personal Information

The information we receive, and how we use it, depends on actions you take when visiting our Web site. We collect and use your non-personal information (information that is not identifiable to you personally) differently than your personal information.

What is Non-Personal Information?

Non-personal information is information we collect through this Web site that does not identify you as an individual person. It may include information such as the following:

- the type of Web browser software you use
- the Internet address of the Web site from which you linked directly to our Web site
- the date and time you access our Web site
- which pages you have visited on our Web site
- personal information that has been de-identified

Cookies

If you visit our Web site to read or download information, such as information about a health condition or about one of our treatments, we may collect certain non-personal information about you from your computer. This information is collected from your computer's Web browser: If you only read or download information on our Web site, we do not collect or learn your name, e-mail address, home address, or other personal information about you. The information that we collect using cookies is non-personal information.

When you use the contact information and provide us with your Name, Address, and email information. This is stored in line with our policy on storing personal information.

If you have any questions regarding our privacy policy, please feel free to ask.