

## Privacy Notice for Hobbs Rehabilitation

This privacy notice explains why Hobbs Rehabilitation collects information about you and how this information may be used.

In this Privacy Policy, references to “we”, “us”, “practice” or “our” are to Hobbs Rehabilitation, a company incorporated in England and Wales (registered number 5323651) whose registered office is at Unit 1 Bridgets Lane Farm Offices, Bridgets Lane, Martyr Worthy, Winchester, SO21 1AR, who will be the controller of any personal data processed as described in this Privacy Policy.

### How we use your personal information

We take your privacy very seriously and will only use your personal information to administer your account and to provide the services you have requested from us.

Our professionals maintain records about your health, treatment plan and any treatment or care you have received previously that is relevant to your rehabilitation (e.g. Hobbs in-patient, NHS Trust, GP surgery, etc.). These records help us to provide you with the best possible care and to facilitate treatment specifically tailored to your individual needs.

The records we hold may be electronic, on paper or a mixture of both, and we use a combination of working practices and technology to ensure that your information is kept confidential and secure. Records which we hold about you may include the following information:

- Details about you, i.e. your date of birth, address, telephone number/s, email, diagnosis, emergency contact, etc.
- Any contact we have had with you, i.e. appointments, clinic visits, hydrotherapy, home visits, classes etc.
- Details about your treatment and care – past and present e.g. notes, letters and reports about your health.
- Results from other organisations e.g. orthotics, technical equipment, mobility aids etc.
- Relevant information from other health professionals, legal representatives, case managers, relatives or those who care for you.
- Information to enable us to send, receive and process invoices for services you have received such as via third-party payers e.g. health insurance companies.

Some of this information will be used for audit, and / or statistical purposes. Where we do this, we take strict measures to ensure that individual patients cannot be identified.

Sometimes your information may be requested by us to be used for our own marketing purposes – we will always gain your consent before releasing any information gathered for this purpose.

### Data Protection Regulations

Every member of staff who works for and on behalf of us has a legal obligation to keep information about you confidential.

We will only ever use or pass on information about you if others involved in your treatment have a genuine need for it and we have asked your consent for us to do this. See consent form attached.

We will not disclose your information to any third party without your permission unless there are exceptional circumstances i.e. life or death situations or where the law requires information to be passed on.

We comply with obligations under General Data Protection Regulations (GDPR) by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

You will be informed if your data needs to be shared and, in most cases, you will be asked for explicit consent for this to happen. See attached consent form.

Any external companies that we may share your data with are bound by contractual agreements to ensure your information is kept confidential and secure.

## **Access to personal information**

You have a right under the Data Protection Act 1998 / GDPR 2018 to request access to view or to obtain copies of what information we hold about you and to have it amended should it be inaccurate. In order to request this, you need to do the following:

- Your request must be made in writing to us at the practice that is treating you.
- There may be a charge to have a printed copy of the information held about you.
- We are required to respond to you within 20 working days.
- You will need to give adequate information (for example full name, address, date of birth, and details of your request) so your identity can be verified and your records located.
- We are legally obliged to hold your data for 8 years (for adults) and until children reach the age of 21.

## **Change to your personal details**

It is important that you tell the person treating you if any of your details such as your name or address have changed or if any of your details such as date of birth is incorrect in order for this to be amended. You have a responsibility to inform us of any changes so our records are accurate and up to date for you.

## **Notification**

GDPR requires organisations to register a notification with the Information Commissioners Office to describe the purposes for which they process personal and sensitive information.

This information is publicly available on the Information Commissioners Office website [www.ico.org.uk](http://www.ico.org.uk) We are registered with the Information Commissioners Office (ICO).

The Data Controller, responsible for keeping your information secure and confidential is: Hobbs Rehabilitation.

## **Objections /Complaints**

Should you have any concerns about how your information is managed by us please contact Jen Mellows – Operational Lead at the following email address: [jenmellows@hobbsrehabilitation.co.uk](mailto:jenmellows@hobbsrehabilitation.co.uk). Telephone: 01962 779796

If you are still unhappy following a review by us you can then complain to the Information Commissioners Office (ICO). [www.ico.org.uk](http://www.ico.org.uk) [casework@ico.org.uk](mailto:casework@ico.org.uk) Telephone: 0303 123 1113 (local rate) or 01625 545 745