



Rehab at Home - Privacy Policy

Mid Sussex

Privacy Policy (April 2023)

Rehab at Home Mid Sussex (Louise Payne BSc. MCSP. HCPC.)

Our contact details

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The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name, address and contact details).
- Personal/Medical/Health information.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To undertake home visits for assessment and therapy/treatment and to invoice accordingly.
- To assess your current physical situation to determine the most appropriate course of therapy/treatment.
- Internal record keeping.
- To improve our service.

We also receive personal information indirectly, from the following sources in the following scenarios:

- When referred by other medical professional or family members to arrange assessments, therapy/treatments.



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We use the information that you have given us in order to:

- Undertake a home visit, assessment and therapy/treatment.
- Determine the most appropriate course of therapy/treatment.
- Internal record keeping.
- To improve our service.

We may share this information with:

- Any relevant medical professionals to facilitate any medical needs
- Family members, with your consent.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting us via 'Our contact details'.

(b) We have a contractual obligation.

(c) We have a legal obligation.

How we store your personal information

Your information is securely stored in the UK.

We keep your personal information for 8 years from last contact. We will then dispose of your information securely.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.



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Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us using 'Our contact details' if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to via 'Our contact details'.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>