

Kinetic Health Privacy Policy

At Kinetic Health, we take your privacy seriously and act in accordance with The Data Protection Act 1998, the Privacy and Electronic Communications (EC Directive) Regulations 2003 and other relevant legislation including the EU General Data Protection Regulation (GDPR).

At Kinetic Health, we will always be clear about why we collect your personal information and what we will use it for. We will make it easy for you to tell us how you would like us to keep in touch. Rest assured that we will NEVER share or sell your information to any third parties or organisations and we will keep your information secure at all times. We will also ensure that any contractors or partners working on our behalf meet our standards when handling your personal information.

By “opting in” to share your personal information with us, you will be agreeing to our collection and use of your information as described in this policy. If you no longer want us to process your personal details you can ask us to stop at any time by contacting info@kinetichealth.co.uk

If we need to make changes to this policy from time to time, we will always endeavour to provide you with the latest information about what is happening to your personal information.

Kinetic Health will use the information you share with us to:

- Make sure you receive the product, service or information you have requested
- To ensure that any treatments are individual and safe in accordance with your medical history
- Carry out reasonable administration of your details and keep internal records.
- To keep in touch with you in the way that you have requested

Information we collect may include:

- Name
- Date of birth
- Gender
- Contact information such as email addresses and telephone numbers
- Demographic information such as post code, preferences and interests
- Details of services and products used
- Medical information

Processing of Your Information:

We will make sure that you receive the service you have requested, process any payments and send you information relating to that service. We will also do our best to keep your information up to date. This includes monitoring returned mail to let us know if you no longer live at the address we hold for you. Please do let us know if your details have changed or need updating.

Marketing:

Receiving marketing information from Kinetic Health will always be your choice. You can change your mind at any time and we will keep your preferences up to date. We limit the number of marketing communications we send to make sure we are not sending you too much but we will try and send you sufficient information so that you do not miss relevant news.

We will only contact you for marketing purposes by telephone, text message (SMS) or email if you have told us we can. We will only contact you by email if you have told us you would like to hear from us this way.

Who will be able to access your information?

Your information will only be accessible to our staff or contractors if they are trained and it is appropriate, for them to carry out their role in line with their job role and this Privacy Policy.

When we share your personal information:

- We are legally required to, or because of a lawful request by a government or law enforcement authority.
- Any data used by a contractor will be used only to the extent required by them to perform the services that Kinetic Health requests. Any use for other purposes is strictly prohibited.
- Any data that is processed by third parties must be processed within the terms of this Policy and in accordance with the Data Protection Act 1998 and GDPR.
- Our Patient Data is stored within TM3 (Blue Zinc) based on line, hosted system. This is secure and encrypted and governed by their data protection policy <https://www.tm3practicemanagement.com/information/policy/>
- Limited data (name & email) may be shared with myphysiorehab.co.uk Exercise Prescription as part of your treatment programme.
- With your consent your data may be shared with your doctor, occupational health department or insurer.

Our website may contain links to other websites that are outside our control and are not covered by this Privacy Policy. If you access other sites using the links provided, the operators of these sites may collect information from you that will be used by them in accordance with their privacy policy, which may differ from ours.

How do we keep your information safe?

- All computers used by Kinetic Health are password protected.
- We review our measures to ensure they are as far as reasonably possible up to date and in line with latest developments; most recently new GDPR changes
- When we need to send your personal medical details in electronic format, as agreed to by you, we will do so using secure encrypted email service. The service that we use is www.stayprivate.com and uses TLS connections, AES-256 encryption and multi-factor authentication
- Any information you do transmit to us is at your own risk. Once we have received your information we will use our best efforts to ensure its safety within our network.
- We will hold your personal information for eight years unless we are required to hold it longer for legal or taxation reasons. If we dispose of your information it will always be done securely.

Change of Business Ownership and Control

Kinetic Health may expand or reduce its business. This may involve the sale of certain divisions or the transfer of control of certain divisions to other parties. Data provided by you will, where relevant, be transferred under the terms of this Policy, be permitted to use the Data for the purposes for which it was supplied by you.

Controlling Access to your Data

You have the right to a copy of the information we hold about you. This is called a subject access request. If you would like to make a subject access request you can do so by contacting us at info@kinetichealth.co.uk

We will provide you with it as soon as possible. You have the right to have incorrect information corrected and the right to object to further processing of your personal information for direct marketing.

You also have the right to request that your data be deleted from our records at any time. If you would like to make such a request, you can do so by contacting us at info@kinetichealth.co.uk

For broader further guidance please contact the data protection regulator: The Information Commissioner's Office, www.ico.org.uk

Kinetic Health reserves the right to change this Privacy Policy as we may deem necessary or as may be required in law.