

Privacy Notice

Who We Are

ALP Paediatric Physiotherapy Limited (Company No. 14662529) is the “data controller” responsible for managing and safeguarding your personal information in compliance with GDPR and the Data Protection Act 2018.

What Data We Collect

We collect and store:

- Personal details (name, date of birth, contact info, GP details).
- Medical history and treatment records.
- Emergency contact details.
- Correspondence, including complaints.

Why We Collect Your Data

We use your information to:

- Provide physiotherapy services.
- Contact you regarding appointments and treatments.
- Comply with legal and professional obligations.

How We Store Your Data

Your data is securely stored using ICO-approved software (Cliniko). Medical records are kept for statutory periods before being securely destroyed.

Sharing Your Data

We only share your information with third parties when legally required, with your consent, or when necessary for service delivery.

How Long We Keep Your Data

We retain your data only as long as necessary for service provision, legal compliance, or legitimate business purposes.

Your Rights

You have the right to:

- Access and request copies of your data.
- Request corrections or deletion of inaccuracies.
- Restrict or object to data processing.
- Transfer your data to another provider.
- Withdraw consent at any time.

To exercise these rights, contact us at **alpphysiotherapy@gmail.com**.

Data Security

We implement strict security measures to protect your data from unauthorized access, loss, or misuse.

Complaints and Contact

For questions or concerns, email us at **alpphysiotherapy@gmail.com**. You can also contact the Information Commissioner's Office (ICO) at ico.org.uk for complaints.

Updates to This Notice

This Privacy Notice was last updated on 14th November 2023. Any changes will be communicated in writing.