

Intrasymphony PRIVACY POLICY

The privacy of your personal information is very important to me. I am committed to collecting, using and disclosing personal information responsibly and only to the extent necessary for the services I provide.

Intrasymphony is the controller of the data.

1) WHAT PERSONAL INFORMATION IS COLLECTED AND STORED

The personal information that is collected broadly falls under three categories;

- a) Personal/contact information – such as name, address, email, mobile, date of birth, occupation etc.
- b) Medical/health information – health conditions, past injuries, operations, treatments, medications etc.
- c) Lifestyle information – stress levels, sleep pattern, drinking, smoking pattern, exercise regime etc.
- d) Any other information that you chose to inform me.

2) HOW THE DATA IS COLLECTED

- a) Information that you provide from filling in the consultation form and the consultation process, and any further information provided at each visit.
- b) Information that you provide by filling in the contact form on the website.
- c) Information that you provide verbally, or by letter, email, text message, or any other method.
- d) You may be asked to complete surveys although you do not have to respond to them.

3) SECURITY AND STORAGE OF YOUR PERSONAL DATA

- a) Personal data that is collected from you will be stored on your paper file. Some of the information will be on an Excel spreadsheet file, some under the Outlook email contacts and some under the mobile phone contacts.
- b) By submitting your personal data, you agree to this transfer, storing or processing. All steps reasonably necessary will be taken to ensure that your data is treated securely and in accordance with this privacy policy.
- c) I value your trust in providing me with your personal information and I am committed to safeguarding its storage. However, remember that no method of transmission over the internet, or method of electronic storage is 100% secure and reliable, and therefore I cannot guarantee its absolute security.

4) USES MADE OF YOUR PERSONAL INFORMATION

- a) Like all healthcare professionals, I use the personal information to serve my clients, for the primary purpose of providing treatment. For example, I collect information about a client's health history and physical condition and function, to help me assess what the health needs are, to advise and treat relevantly and appropriately.
- b) To provide any information requested, such as details of my services or which I feel may interest you, where you have consented to be contacted for such purposes. For example, sending stretches for certain muscle groups, of relevance to your specific condition.
- c) To notify you about changes to treatments and services.
- d) To send promotional material, such as gift vouchers.
- e) To send newsletters, or other marketing communications. (you can choose to unsubscribe at any time)
- f) To research information to give you effective care and treatment.

- g) To produce invoice or receipts as requested by you, to process card payments and collect unpaid accounts.

5) DISCLOSURE OF YOUR INFORMATION

- a) I will not without your express consent provide your personal information to any third parties for the purpose of direct marketing.
- b) In addition to the disclosures reasonably necessary for the purposes identified elsewhere in this privacy policy, I may disclose information about you:
- To the extent that it is required to do so by law;
 - In connection with any legal proceedings or prospective legal proceedings; for example, for the purposes of fraud protection and credit risk reduction.
 - To the purchaser (or prospective purchaser) of any business or asset which I am (or am contemplating) selling.
- c) My website may, from time to time, contain links to and from the websites of partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that I do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

6) RETENTION PERIOD AND RIGHTS

- a) Your personal data will not be kept longer than is necessary. I recognize that deleting it too soon may cause inconvenience to you, should you return for treatment and the information needs to be collected again. Keeping the data too long can also have risks such as the information becoming out of date and inaccurate. I aim to regularly conduct an audit and make the appropriate decision on whether to retain or delete the data.
- b) As a member of the CNHC, their guidelines for retention periods of personal information will be adhered to.
- c) You have the right to;
- Be informed about the collection and use of your personal data
 - request access to your personal data
 - request amendments to your personal data
 - stop your data being used for direct marketing
 - have your data deleted (only applicable in certain circumstances)

7) CHANGES TO THE PRIVACY POLICY

Any changes that are made to this privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail.