



# Cardiff Met Sport Massage Clinic

## OUR PRIVACY NOTICE

Please take the time to read through this information carefully.

This privacy notice describes the type of personal information we collect from you, why we store it and what we do with it.

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### THE INFORMATION WE COLLECT

#### PERSONAL DETAILS

When you book an appointment, we collect personal details such as your name, D.O.B, address, email and contact number. This information is used to identify you and contact you about the appointments and services you have booked.

#### ASSESSMENT DETAILS

To provide a safe and effective massage treatment we also need to collect information about your general health and medical history. This will include

- Personal details (Name, D.O.B, Address, GP Name and address, Occupation, email and contact number)
- Information about your general health and medical history, including:
  - Medical conditions
  - Injuries and previous accidents
  - Information about previous treatment received

In addition, we may ask for:

- Correspondence from other healthcare provisions involved with your care and treatment
- Clinical scans, including X-Rays and MRIs

This information is only used to make sure your treatment is as effective as possible.

We also hold information about the dates of appointments, which therapist you have seen and treatment information.

## **WHO HAS ACCESS TO YOUR DETAILS**

Those at the clinic who have access to your information include Massage Practitioners who deliver the treatment, Clinic Manager, Business Manager and the reception staff responsible for the administration of the Clinic bookings.

Our Information and Data Compliance Officer, Sean Weaver, ensures that the clinic complies with data protection requirements to ensure that we collect, use, store and dispose of your information responsibly.

Cardiff Metropolitan University is committed to protecting the rights of individuals in line with the General Data Protection Regulation (GDPR). Cardiff Metropolitan University has a Data Protection Policy, which is currently under review.

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## **HOW WE USE YOUR INFORMATION**

To provide you with safe and effective massage treatment we require accurate and up-to-date information about you.

We will not use your personal information for any secondary reason, such as marketing, unless you have consented by ticking the box on your assessment sheet.

## **HOW LONG WE KEEP YOUR INFORMATION FOR.**

For the purpose of legal protection, we are required to hold the personal information you have provided us and the massage treatment notes for a minimum of seven years from date of your last treatment.

Seven years after your last treatment, we will confidentially shred/delete all the personal information that we hold.

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## **SHARING INFORMATION**

Your information is normally used only by those working at the clinic but there may be instances where we need to share it – for example, with:

- Your doctor
- Internal Physiotherapists and Cardiff Met Physiotherapy Clinic as part of our referral process.
- Other healthcare provisions, for referral purposes to ensure appropriate care.

We will only disclose your information on a need-to-know basis and will limit any information that we share to the minimum necessary. We will ask for your consent before sharing any information.

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

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## **DATA HANDLING & STORAGE**

### **PERSONAL DETAILS**

Appointment bookings and personal details are stored on Gladstone. [Gladstone](#) is a Leisure Management System that specialise in providing secure collection, storage, access and processing of personal data.

### **CLINIC ASSESSMENT NOTES**

Your Assessment notes, which include personal details, medical history and treatment notes, are stored in locked filing cabinets in the Clinic facility.

Your information cannot be accessed by those who do not work at the clinic; only those working at the clinic have access to your information. They understand their legal responsibility to maintain confidentiality and follow clinic procedures to ensure this.

To protect your personal information, we take reasonable precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed.

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## **ACCESS TO YOUR INFORMATION AND OTHER RIGHTS**

You have a right to access the information that we hold about you and to receive a copy. You should submit your request to the clinic in writing or by email.

You can also request us to:

- Correct any information that you believe is inaccurate or incomplete.
- Erase information we hold although you should be aware that, for legal reasons, we may be unable to erase certain information (for example, information about your massage treatments). Erasure will be dealt within one month of receipt of email.
- Stop using your information – for example, information about our service

Any requests should be made in writing to the Sports Massage Clinic Manager: -

Alice Rees

Cardiff Metropolitan University

Cyncoed Campus, Cyncoed Road,

Cardiff, CF23 6XD

Email: [amrees@cardiffmet.ac.uk](mailto:amrees@cardiffmet.ac.uk)

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## COMPLAINTS

If you wish to make a complaint about the way your personal data has been processed you can find details of how to do so [here](#).

Any requests or objections should be made in writing to the University's Information and Data Compliance Officer: -

Sean Weaver  
Cardiff Metropolitan University  
Western Avenue  
Llandaff  
Cardiff  
CF5 2YB

If this process does not resolve your issue, or if you wish to take your complaint further, you have the right to contact the Information Commissioner. The contact details are:-

[Information Commissioner's Office \(ICO\)](#).

Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire,  
SK9 5AF

[www.ico.org.uk](http://www.ico.org.uk)