

How long will we keep your personal information?

We will only keep personal information for as long as you are an active client of Tavistock Physio Clinics Ltd. We will also keep your personal information for a certain period after your last appointment or interaction with us.

When determining how long this period will last, we take into account how best to provide you with excellent health care, our legal obligations, the expectations of our professional body, our health regulators and the amount of time we may strictly need to hold your personal information to carry on our business or defend our rights. For example, if you are receiving services from us, we will keep your information and details while you are deemed an active client. To meet your health needs and our legal and regulatory requirements, we must keep this information for a number of years after your last appointment or interaction with us, and we will need to keep your information in archived form in order to defend our legal rights (which may be for the period in which legal claims can be made under applicable law. In the UK this is seven years for civil claims). We have policies and procedures in place to ensure that we delete information that is no longer needed for any of these purposes.

Personal information Rights

People in the UK and across the EEA have certain rights over their personal information. These include the right to access a copy of their personal information or have some elements of it transmitted to themselves or another company in a common electronic format. In certain circumstances they can have their personal information rectified or erased, or have our use of their personal information restricted.

They also have the right to object to our uses of their personal information described above.

An individual who wishes to know more about their data rights should refer to our Data Privacy Notice, which can be found at: www.tavistockphysio.co.uk/privacy We will generally not charge a person for exercising these rights.

We aim to work with you in relation to any request, complaint or question you have about your personal information. However, if you believe we have not adequately resolved a matter, you can complain to the Information Commissioner's Officer (the "ICO").

You have a right, at any time, to complain to the ICO, The UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals. You can follow this link to their website: <https://ico.org.uk/> or ask for details from our Data Rights officer.