McCann Physiotherapy — Privacy Policy

Last updated: November 1st, 2025

At **McCann Physiotherapy**, we are committed to protecting your privacy and personal data. This Privacy Policy explains how **McCann Physiotherapy** (“Company”, “we”, “us”, or “our”) collects, uses, and protects information you provide through interactions such as when you visit our website, complete a form, access our services, or communicate with us.

We fully comply with the **UK General Data Protection Regulation (UK GDPR)**, the **Data Protection Act 2018**, and applicable clinical confidentiality guidelines set out by the **Health and Care Professions Council (HCPC)** and the **Chartered Society of Physiotherapy (CSP)**.

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1. Information We Collect

Personal data refers to information that can identify you as an individual. We may collect and process the following categories of personal data:

- **Personal Identification Information:** Name, email address, phone number, date of birth, and address.
- **Emergency Contact Details:** Name and contact information of a nominated person (you are responsible for ensuring they are aware of and accept the terms of this Privacy Policy).
- **Health Information:** Medical history, clinical notes, assessment findings, treatment plans, and other relevant health-related data.
- **Payment Information:** Card details and transaction records (processed securely by third-party payment processors).
- **Usage Data:** Information about your interaction with our website, including IP addresses and cookies (see our Cookie Policy).

We may also collect *special category data*, such as:

- Racial or ethnic origin

- Religious or philosophical beliefs
- Biometric data
- Data concerning sex life, gender, or sexual orientation
- Details of physical or mental health

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2. How We Collect Your Information

We collect personal data in several ways:

- **Direct Interactions:** When you complete forms, attend appointments, contact us via email, phone, or in person.
- **Automated Technologies:** Our website may collect technical information about your device and browsing behaviour.
- **Third Parties:** From GPs, consultants, or other healthcare professionals who refer you to us or share relevant information to support your treatment.

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3. How We Use Your Information

We will only use your personal data when the law allows and for the purposes for which it was collected. Common uses include:

- **Service Delivery:** To obtain consent and provide safe, effective physiotherapy assessment, treatment, and follow-up care.
- **Communication:** To send updates, appointment reminders, and service information.
- **Legitimate Interests:** For service improvement, safety audits, fraud prevention, and business administration.
- **Legal Obligations:** To meet legal or regulatory requirements.

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4. Data Sharing

Your personal data may be shared with trusted third parties only when necessary and appropriate:

- **Service Providers:** Such as payment processors, booking software, and IT system providers.
- **Healthcare Providers:** GPs, consultants, or other medical professionals involved in your care, or in an emergency to protect your vital interests.
- **Regulatory or Legal Authorities:** Where required by law or to protect legal rights.
- **Professional Advisers:** Accountants, insurers, or legal representatives.

We ensure that all third parties comply with data protection legislation and maintain strict security of your information.

Please note: Our website may contain links to external websites. We are not responsible for the privacy practices or content of these third-party sites.

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5. Data Security

We employ appropriate technical and organisational measures to protect your data from loss, misuse, or unauthorised access, including:

- Secure storage of records
- Encryption of sensitive information
- Password-protected systems and restricted staff access

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6. Data Retention

Your data is only retained for as long as necessary for the purposes set out in this policy or as required by law.

- **Client Health Records:** Retained for a minimum of **8 years** after the date of last treatment (or until age 25 if treated as a minor), in accordance with CSP and HCPC guidance.
- **Marketing and Communication Data:** Retained until you withdraw consent.

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7. Your Rights

Under UK GDPR, you have the following rights regarding your personal data:

- **Access:** Request a copy of your personal data.
- **Rectification:** Request correction of inaccurate or incomplete data.
- **Erasure:** Request deletion of your data (where legally permissible).
- **Restriction:** Request limits on how we process your data.
- **Portability:** Request transfer of your data in a commonly used format.
- **Objection:** Object to certain types of processing.
- **Withdraw Consent:** Withdraw consent where data processing relies on it.

To exercise your rights, please contact us at **tricia@mccannphysiotherapy.com**.

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8. International Data Transfers

Your data will generally be processed within the UK. If we transfer your data outside the UK or EEA, we will ensure that appropriate safeguards (such as standard contractual clauses) are in place to protect your information.

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9. Updates to This Policy

We may update this Privacy Policy periodically to reflect changes in practice or regulation. The latest version will always be available on our website, and material updates may also be communicated via email.

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10. Contact Us

Email: tricia@mccannphysiotherapy.com
Phone: 07738 427670

Clinic Locations:

- **Summerhill Health (Hale):**
  6 Broomfield Lane, Hale, Altrincham, WA15 9AQ

- **Fairlands Road (Sale):**
  49 Fairlands Road, Sale, M33 4AU
  mccannphysiotherapy.com

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11. Complaints

We aim to resolve any concerns promptly and professionally.
If you are unhappy with how we handle your personal data, please contact us directly in the first instance.

If you remain dissatisfied, you have the right to lodge a complaint with the **Information Commissioner's Office (ICO):**

- **Phone:** 0303 123 1113

- **Website:** www.ico.org.uk

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12. Consent

By using our website or accessing our services, you acknowledge that you have read, understood, and consent to the terms of this Privacy Policy.