

Privacy Policy

At Axis Sports Clinic Ltd we take your privacy seriously. This policy covers the collection, processing and other use of personal data under the Data Protection Act 1988 (DPA) and the General Data Protection Regulations (GDPR). The nature of our business means we are required to store personal data. Here's what we hold, how we keep it safe, and why.

Information we collect

We will collect personal data directly provided to us by you, e.g. your name, email address, home address, telephone number and lifestyle and past medical history. This has been provided to us by you, therefore, with your consent. By providing your email address, you are opting-in to receiving communications such as email booking confirmation and reminders. You can explicitly opt-out of email communications by contacting megan@mtsportsclinic.co.uk.

Some treatments should not be performed under certain medical conditions, therefore the information you provide to us should include all known medical conditions. This should be provided with honesty and clarity. It is your responsibility to keep the therapist updated as to any changes in your medical profile and there shall be no liability on the therapist's part should you fail to do so.

Your payment information when purchasing via credit/debit card is not received or stored by us and is processed securely by a third-party payment processor. We may share your personal data with our payment processors, only for the purpose of completing any relevant payment transactions. Such payment processors are banned from using your personal data, except for these necessary payment services to us, confidentiality is maintained throughout.

Data Storage and Protection

We may hold and process personal data provided to us by you, in accordance with the DPA and GDPR. The information collected and stored relating to you is primarily used to allow us to provide our services/advice. As part of the services offered to you by MT Sports Clinic, the information you provide to us will be inputted and stored directly into our practice management system (Cliniko). This is a secure cloud-based platform.

We do not disclose sensitive personal data, such as race, religion, or medical history, without your explicit consent. We have engaged with the relevant suppliers and seen copies of their privacy policy in place which they have asserted is compliant with current data protection regulations including GDPR.

Your Rights

Access to information – You have a right to access information held about you and have us correct any factual information that is incorrect. We will require proof of identity before we are able to disclose information about you. In order to exercise this right please contact us at megan@mtsportsclinic.co.uk.

Right to be ‘forgotten’ – We have a legal obligation to retain your record for 7 years after your most recent appointment (or age 25, if this is longer), but after this period you can ask us to delete your records if you wish. Otherwise, we may retain our records about you indefinitely in order to provide the best possible service should you contact us again in the future. In order to exercise this right please contact us at megan@mtsportsclinic.co.uk.

Contact Information

Enquiries about this privacy policy, or comments or communications regarding it, including requests for deletion or correction of user information, may be directed by email to megan@mtsportsclinic.co.uk or please write to Axis Sports Clinic Ltd, Somerset House, Low Moor Lane, Scotton, HG5 9JB.

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