

1. Introduction and Data Controller

The University of Northumbria at Newcastle (“we”, “our”, “us”) is registered with the Information Commissioners Office as a Data Controller - Registration Number Z7674926. We are committed to processing personal data in accordance with our obligations under the UK General Data Protection Regulation (GDPR) and related UK data protection Act 2018.

This privacy notice describes the type of data we may process about individuals (“you”, “your”) who have applied to or are registered with Northumbria Physiotherapy Clinic (“the Clinic”) along with how and why we process it. It also provides details of how you can exercise your rights under GDPR

2. How do we get your personal data?

We are required to process certain types of personal data about patients, and potential patients, to provide safe and effective physiotherapy care. When you apply to be seen by the student therapists at the Clinic, you will be asked to provide a range of information for us to assess your condition’s suitability to be treated by student therapists

Your personal data will initially have been provided to us when you first contacted the University as an enquirer who wants to be seen by a student therapist at the Clinic. This may be collected by a webform, a phone call, an email referral from your doctor or other clinician, or by you coming into the Clinic in person.

As an enrolled patient of the Clinic, we will continue to collect data from and about you:

- at your initial assessment.
- at follow-up treatment sessions.
- when discharge planning.
- if you take part in an exercise class run by the Clinic.
- if you decide to take part in a research study which involves the Clinic.

We may also receive information about you from other healthcare providers, such as radiology or Accident and Emergency reports, from a therapist outside of a clinic or from a team coach or trainer, if it is important for your care, and you give your consent for us to receive it.

3. Categories of Personal Data we process

Personal data, or personal information, means any information about an individual from which that person can be identified. To carry out our activities and to manage our relationship with you, we may collect, store, and process categories of data depending upon the relationship we have with you.

Special Category Data is defined as information in relation to an individual’s - racial or ethnic origin; religion; political views; trade union membership; genetics and biometrics (where used for ID purposes); health and disabilities or sex life and sexual orientation. The following Special Category data will be processed:

We may collect and use the following personal information about you:

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When registering with clinic on the web, on the phone or in person

- Biographical information (Name, date of birth)
- Your contact details
- Name and address of GP
- Gender/preferred pronouns
- Signed consent to be treated by a student
- Marketing preferences and preferred method of contact(optional)
- Willingness to be used for teaching and learning purposes (optional)
- Religion (if this would impact/ alter care)

Additionally, the clinic will take payments for treatment sessions using the Northumbria University Web Payment System, which will collect payment via your bank account information.

At your initial assessment, which is in-person at the clinic, we will collect more detailed special category data, for example:

- Health data including:
- Vulnerable adult status
- Sexual history/ activity (if relevant to presenting condition)

At on-going treatment sessions and discharge we may additionally collect information such as:

- Future plans
- Other service involvement (if relevant)
- Treatment outcome
- Feedback and service improvement information including your opinions

If you are under 18 or if we have safeguarding concern, we may collect information from you or about you if you have a guardian, such as:

- Parental/ guardian consent to treatment
- Gillick competency (are you able to make your medical decisions under the age of 16?)
- Record of disclosure including any description given and level of immediate risk of harm

4. Why we process your data and the lawful basis for processing

The first principle of the General Data Protection Regulation (GDPR) requires that whenever an organisation processes personal data, it must be processed 'lawfully, fairly and in a transparent manner'. This requires us to identify a lawful basis under Article 6 GDPR and Article 9 GDPR for special Category Data. The following lawful basis have been identified for us to process your personal data:

We process personal data for the following purposes:

- Processing enquires and facilitating registration and appointments.
- The provision of assessment, treatment and administration of patients at the clinic
- For the education of students on physiotherapy and sports rehabilitation courses*

- Research in physiotherapy, sports rehabilitation and allied disciplines

*The students on placement within our clinic are all supported and supervised by staff that are qualified physiotherapists and are registered with the Health and Care Professions Council (HCPC). Assessment will be reviewed by staff in accordance with the standard of conduct, performance and ethics as required by the HCPC which includes our requirement to respect confidentiality.

The lawful basis for processing your personal data will be one of the following

Article	Description
6(1)(a)	With your consent to process your data, for example if you engage with a specific service. Where we rely on consent this will be made clear to you and you are free to decide whether to provide this data with no consequences if you choose not to.
6(1)(b)	Processing is necessary for the performance of our contract with you patient(or to enter into a contract). Without this information we would not be able to process your data to provide the contracted services or provide the support necessary to fulfil that contract.
6(1)(c)	Some processing is necessary to because we have a Legal obligation to do so, for example for the prevention and detection of crime or fulfil our statutory compliance and regulatory obligations.
6(1)(d)	To protect you vital interests or those of another person, where you are physically or legally incapable of giving consent
9(2)(a)	With your explicit consent to process special category data your data. Where we rely on you are free to decide whether to provide this data. There will be no consequences if you choose not to and you may later withdraw consent.
9(2)(c)	To protect you vital interests or those of another person, where you are physically or legally incapable of giving consent, for example we may share health related information.
9(2)(f)	Where processing is necessary in relation to legal claims.
9(2)(j)	We may process special category data for archiving, scientific or historical research purposes or statistical purposes, where there is a basis to do so in law

5. How do we keep your Personal Data Secure?

We have implemented appropriate physical, technical, and organisational security measures designed to secure your personal data against accidental loss and unauthorised access, use, alteration, or disclosure. We limit access to personal data to those employees, agents, contractors, and other third parties that have a legitimate business need for such access.

Notes and documentation are kept in line with recommendations from our professional body, the Chartered Society of Physiotherapists

(<https://www.csp.org.uk/documents/retention-health-records-summary>).

6. Sharing your Personal Data with Third Parties

We utilise many different storage solutions and IT systems, some of which are outsourced to third party providers. Where processing takes place with an external third party, processing takes place under an appropriate agreement outlining their responsibilities to ensure that processing is compliant with the Data Protection legislation and verified to be secure

Your personal data will only be shared with third parties such as a General Practitioner or other healthcare, social care, and welfare organisations with your explicit consent.

The only exception to this would be the unlikely event of a life threatening or similar extreme situation or condition which would be deemed necessary to protect your, or someone else's vital interests or where there is an overriding legal requirement for us to do so.

7. How Long will your Personal Data Held?

We will retain your data for as long as it is required to fulfil the purpose for which it is held and then to fulfil any legal requirements or to respond to any complaints or claims made by you or on your behalf. Different retention periods apply for different types of personal information or the different relationships and transactions we may have processed your data for, but these are summarised below as:

- Enquiry records will be kept for 12 months or to the end of the next academic year, whichever is longer, to support any subsequent enquiry at the clinic and for service monitoring purposes.
- Treatment records will be kept for eight (8) years after the last date of contact, or if under the age of 18 at the time of contact, until your 25th birthday, which ever is longer in line with current UK legislation

8. What Are Your Rights Under GDPR

GDPR provides individuals a number of rights in relation to the processing of personal data, each of which may apply to differing degrees' dependent upon the nature of the processing and the legal basis for it. You have the right to:

- Be informed as to how we use your data (via this privacy notice)
- Request access (a copy) of the personal information that we hold about you.
- Correct inaccurate or incomplete data
- Request that we stop sending you direct marketing communications.

In certain circumstances, you may also have the right to:

- Ask to have certain data 'erased by us.
- Request that we restrict certain processing of your personal data.
- Request that we provide any data you submitted to us electronically be returned to you or passed to a third party as a data file.
- Object to certain processing of your personal data by us

9. Data Protection Officer (DPO) Contact Details

Our Data Protection officer is Duncan James. To exercise your rights, or if you wish to raise a concern about our processing of your data, please contact the DPO on +44 (0)191 243 7357 or via email at dp.officer@northumbria.ac.uk.

10. Lodging a Complaint with the Information Commissioners Office (ICO)

If you are dissatisfied with our processing of your data, or a response to a complaint you have made to us, you have the right to complain to the ICO via Telephone: 0303 123 1113 (local rate) or 01625 545 745, via email: casework@ico.org.uk or for more information see Information Commissioner's web site.