

MOVE & IMPROVE

Privacy policy

We want to protect your data privacy

The below privacy policy clarifies how Move & Improve uses and protects any information that you give us when using our website. Your information will only be used as detailed in this privacy policy. This statement will be reviewed and updated yearly. This policy is effective from **31.07.2020 (review date 31.07.2021)**

What we collect

The following information may be collected:

- Title and name
- Email address and contact information
- Information regarding demographics - including your postcode
- Extra information taken in relation to any patient surveys or offers we run
- Video recording during consultations/phone calls as part of the initial consultation or, if appropriate, for your ongoing treatment. These will be kept securely and used for medical note taking. We will destroy them within 2 days.

This information is necessary to understand your needs and provide you with a quality service, as well as improve our products and services.

We may occasionally send emails to you about things we think you might find interesting. We may also contact you via email or phone to understand how we can improve our services.

Security

We have carefully designed all our procedures to protect and secure the information we collect online and to ensure there is no unauthorised disclosure of personal information or access to our website.

Payment is usually by bank transfer and the agreed amount will be discussed prior to any consultation

Third party links/other websites

Our website contains links to research articles, other websites that we think may be of interest, and some links to YouTube video clips. We have no control over any other website, or YouTube. Once you click on these links, we cannot protect your privacy or protect any information you give while using these sites. We suggest you exercise caution when visiting these websites, referring to the individual Privacy Policies for your own reassurance.

Cookies

M O V E & I M P R O V E

Cookies are used within our website. As with other websites you can manipulate your own browser to alert you to cookie usage. However, disabling or refusing cookies may affect the functionality of the website.

Your personal information

In line with the Data Protection Act 1998 you can request details of the personal information we have collected about you. We will charge you a small fee to cover printing costs. In these cases, please write to us at The Elms Consulting Rooms, 24 Hall Place Gardens, St Albans, AL1 3SF.

You also have a duty to us to correct any information that we may hold on you in good faith if you subsequently believe/establish that this information could be incorrect or incomplete. This is of significance regarding your full medical history. We will correct any information you have found to be incorrect.

We will not give your personal information to third parties, unless requested by law. We only share information with your private medical insurance company or your consultant/GP, and or other medical practitioners, and again this is only with your permission.

At any time you can contact us in writing, if you, in the past, you gave us permission to use your personal information for direct marketing purposes, but you have subsequently changed your mind.