

# Privacy Statement

We are committed to safeguarding the privacy of our clients and website visitors.

## What information may we collect?

We may collect, store and use the following kinds of personal data:

Information relating to any purchases of Arches Physiotherapy services or goods, information you provide to us in the course of registering with us either via the website or in person.

Information to collect payment for all products or services you purchase, such as Direct Debit or Credit Card information.

## Using your personal Data

Personal Data received by us via, email or other means will be used for the purposes specified in this privacy statement, that is, to fulfil our obligations to you as our client. We will not provide your personal information to any third parties without your express consent.

***Note that we do not store Credit or Debit card details***

We only use your information to liaise with your insurance companies/consultant/Doctor if required for treatment purposes.

Administer your account with us e.g. send statements and invoices to you and collect payments for treatment/ Pilates etc.

Send to you our newsletter and other marketing communications relating to our Business which we think may be of interest to you by email or similar technology

To deal with enquiries and complaints made by or about you relating to the Practice.

## Other disclosures

In addition to the disclosures reasonably necessary for the purposes identified elsewhere in this privacy statement, we may disclose information about you:

To governing bodies where we are required to do so by law.

In connection with any legal proceedings or prospective legal proceedings.

In order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk); and to the purchaser (or prospective purchaser) of any business or asset which we are (or are contemplating) selling.

## Security of your data

We will take all reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

## Statement amendments

We may update this privacy statement from time-to-time by posting a new version on our website. You should check this page occasionally to ensure you are happy with any changes.

## Your rights

You may instruct us to provide you with any information we hold about you.

You may instruct us not to use your information for marketing purposes by emailing us at [info@archesphysio.com](mailto:info@archesphysio.com)

## Third party websites

The website contains links to other websites. We are not responsible for the privacy

policies or practices of third party websites.

## **Contact**

If you have any questions about this privacy policy or our treatment of your personal data, please contact us by email, letter or phone using the contact details on this site

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