

Privacy Notice

Please take time to read this document carefully as it contains details of the basis on which we will process (collect, use, share, transfer) and store your information. You may show this notice to all parties related to the delivery of your prosthetic rehabilitation and / or Medical Legal Case where relevant. If you have given us information about someone else, you are deemed to have their permission to do so.

If you have any questions or need further information you can e-mail info@pacerehab.com or write to The General Manager at Pace Rehabilitation. 7 Bredbury Park Way, Bredbury, Stockport, Cheshire, SK6 2SN

Use of Information

During the course of our activities, Pace Rehabilitation Ltd will collect, store and process personal and personal sensitive information about our service users. We collect this information for the purpose of:

- Delivering Rehabilitation Services including but not limited to; Prosthetics, Orthotics, Physiotherapy, Occupational Therapy, Counselling and Medical Services.
- Providing specialist expert reports for Medical Legal Cases or third parties by means of a contractual relationship business to business.

The law governing the collection of sensitive data is covered by the General Data Protection Regulation (GDPR) 2018. Specifically, for the purpose of Pace Rehabilitation Ltd collecting data:

Lawfulness of Processing data is covered by Article 6.1.f:

'Processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data, in particular where the data subject is a child'.

Processing of Special Categories of personal Data is covered by Articles 9.2.h:

'Processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services on the basis of Union or Member State law or pursuant to contract with a health professional and subject to the conditions and safeguards referred to in paragraph 3'.

Storage and Retention of Information

The personal information obtained by Pace Rehabilitation is securely stored. The personal information will be kept for no longer than is necessary. However, the General Data Protection Regulation (GDPR) 2018 allows for some records to be stored for lengthy periods for example health records which will be kept for 8 years post last intervention or with children 8 years after 25th Birthday.

Unwanted documents will be disposed of securely as confidential waste, by shredding, pulping, incinerating, deleting or overwriting. This will be documented.

A request to delete personal information will be considered and actioned. However, the request to delete information may be declined if the personal information is governed by legislation or other exceptional circumstance.

Data Accuracy and Access

It is important that the personal data we hold about you is accurate and current. Please keep us informed if the personal data we hold about you needs changing.

Data protection legislation gives you the right to object to the processing of your personal data in certain circumstances or withdraw your consent to the processing of your personal data where this has been provided.

You can also ask us to undertake the following:

- update or amend your personal data if you feel this is inaccurate;
- remove your personal data from our database entirely;
- restrict the use of your personal data;
- Request access to the personal information we hold on you.

Requests must be made in writing and you will need to provide:

- Adequate information [for example full name, address, date of birth, etc. so that your identity can be verified and your personal data located.
- An indication of what information you are requesting to enable us to locate this in an efficient manner.

You should send your request to:

Pace Rehabilitation Limited
7 Bredbury Parkway
Bredbury
Stockport
Cheshire
SK6 2SN

or email: info@pacerehab.com

Pace will comply with requests for data access for personal data as quickly as possible. We will ensure that we deal with requests within 30 days of receipt. Where requests are complex or numerous we will write to inform you with an explain as to why an extension is necessary.

How to complain

We hope that **we** can resolve any query or concern you may raise about our use of your information.

The General Data Protection Regulation also gives you right to lodge in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns>