

# Privacy Notice — Full Range Physio LTD

Last updated: 22/01/2026

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## 1. Who we are

This notice explains how **Full Range Physio LTD** collects, uses, stores and shares personal information when you enquire about or use our healthcare services. It also explains your rights and who to contact if you have questions or concerns.

**Contact for data-protection queries:**

Email: [info@frphysio.com](mailto:info@frphysio.com)

ICO registration number: ZC075428

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## 2. Company identity and registration (placeholders)

Company name: **Full Range Physio LTD**

Place of registration: **England and Wales**

Company number: **16932350**

Registered office: **3 Taylor St, Brierfield, Lancashire, England, United Kingdom, BB9 5RY**

Principal activities: Healthcare services

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## 3. Purpose of this notice

We are committed to safeguarding your privacy and to handling personal information in line with data-protection law. This notice summarises what information we collect, why we process it, how we keep it safe, how long we keep it for, and the rights you have under UK data-protection law (including the UK GDPR).

If anything in this notice is unclear, or you want a copy of the current version, contact us at the email address above.

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## 4. Definitions used in this notice

- **“We / us / our / the Company”** — means [Your Company Name].
  - **“Services”** — the healthcare services we provide (see section 6).
  - **“Patient”** — anyone using, or seeking to use, our services.
  - **Personal data / Special category data** — terms used in the UK GDPR to distinguish ordinary personal data (name, contact details) from more sensitive categories such as health information.
  - **ICO** — the Information Commissioner’s Office (the UK supervisory authority).
  - **Data Controller / Data Processor** — as defined in the UK GDPR.
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## 5. Scope — who this notice covers

This policy applies to anyone who contacts us, books or receives services from us, or otherwise gives us personal information (including on behalf of someone else). If you provide information about another person, please ensure they have seen this notice.

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## 6. Scope of healthcare services provided

Examples of the services we provide:

- Physiotherapy
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## 7. How we protect your information

We take technical and organisational steps to keep personal information secure in proportion to the sensitivity of the information and the risk of harm should it be lost or misused.

Measures include (where appropriate):

- Training staff in handling personal information and in responding to data breaches.
- Routine cybersecurity best practice (locking screens, applying OS updates).
- Using two-factor authentication for key systems where available.
- Regular password management and not relying on consumer personal email/storage services for clinical records.
- Encryption of devices that hold personal data where appropriate.
- Using industry standard email encryption tools for secure communications where required.
- Contractual and technical checks on third-party suppliers to ensure they meet data-protection requirements and have restoration/recovery capabilities.

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## 8. How we collect personal information

We collect information directly from you and, where applicable, from third parties involved in your care. Sources include:

- You (in person, by phone, email or via forms).
- A parent/guardian or someone acting on your behalf.
- Other clinicians, hospitals or diagnostic providers.
- Private medical insurers or referrers.
- Emergency services or local authorities in urgent situations.

If you give us details about another person, please make sure they are happy for you to do so and have read this notice.

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## 9. Types of personal data we process

**Standard personal data** may include (but is not limited to): name, address, email, phone numbers, date of birth, next of kin, employment, brief financial details related to invoicing (we do not store card numbers), insurer details, and records of complaints.

**Special category data** (sensitive personal data) includes health information such as clinical notes, examination findings, diagnostic test results, imaging, and correspondence from other healthcare professionals.

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## 10. Why we process personal data (lawful bases)

We must have a lawful basis under data-protection law to process your information.

For **standard personal data** we rely on one or more of:

- **Legitimate interests** — for example to manage appointments, send appointment information, handle invoicing and reasonable communications about your care. Wherever legitimate interests are used we apply a balancing assessment to ensure those interests do not override your rights.
- **Legal obligation** — for example to maintain clinical records where required by law or regulation.
- **Consent** — where you have expressly opted in to marketing or educational communications.

For **special category (health) data** we rely on conditions in data-protection law that permit healthcare processing, including where processing is necessary for the provision of

healthcare or treatment, or for compliance with legal and regulatory obligations (for example to maintain accurate clinical records). We will process health data only to the extent necessary for these purposes.

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## 11. Specific uses and examples

We use your data to:

- Provide and manage clinical care and treatment.
- Keep accurate clinical and administrative records required by law and by our professional regulators.
- Communicate appointment information or necessary clinic notices (these communications are not treated as marketing).
- Manage billing, insurance authorisations and related administrative tasks.
- Respond to legal requests or to protect vital interests in emergencies.
- Send marketing or educational information only where you have given explicit consent; you may withdraw this consent at any time.

Note: even if you opt out of marketing, we may still contact you about matters that are essential to your treatment or our service (for example changes to clinic location or fees).

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## 12. When and with whom we share your information

We may share the minimum necessary information with:

- Other healthcare professionals and providers involved in your care.
- Administrative staff working on your care.
- Organisations we are legally required to notify (for example, regulatory bodies, courts, or law-enforcement where required).
- Your parent or guardian if you are a minor, or others you have authorised.
- Third-party service providers who process data on our behalf under contract (e.g., IT hosts), provided they meet data-protection standards.

We will always aim to share only the minimum data necessary for the purpose.

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## 13. International transfers

Your data is normally stored and processed within the EEA/UK. If we need to transfer data outside the EEA, we will ensure appropriate safeguards are in place (for example adequate contractual protections, encryption, or where appropriate, an approved transfer mechanism) so your data remains protected.

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## 14. Retention — how long we keep your data

We keep clinical records in line with statutory, regulatory and professional guidance.

Typically:

- Adult clinical records: **8 years** from last contact.
- Records for children: until at least their **25th or 26th birthday** (depending on the record).

Records may be held longer where there are legal reasons (for example to defend or bring a claim) or other exceptional circumstances. Marketing data collected with consent will be removed if you ask us to erase it, subject to legal or regulatory retention obligations.

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## 15. Your rights under data-protection law

You have a range of rights, subject to certain exemptions and limits. These include:

- **Right to be informed** — this notice explains our practices.
- **Right of access** — to request a copy of the personal data we hold about you (a Subject Access Request). We will usually respond within **30 days**, and where requests are complex we may extend by up to **two months** but will inform you. We do not normally charge for a single request, but may charge a reasonable fee for repetitive or manifestly unfounded requests.
- **Right to rectification** — to request factual corrections. Clinical opinions recorded at the time will not be removed, but can be annotated if clinical views change.
- **Right to erasure** — to request deletion where appropriate; however, we may refuse if we have a legal obligation to retain records (for example clinical records). Where deletion is not possible you may ask us to restrict processing instead.
- **Right to restrict processing** — to ask that we stop actively processing and only store your data.
- **Right to data portability** — in our context this right is limited because much clinical processing is performed under legal obligation rather than consent or contract; still, you may request the data you provided in a structured, machine-readable form where applicable.
- **Right to object** — to object to processing based on legitimate interests or to direct marketing.
- **Rights relating to automated decision-making/profiling** — we do not use your data for automated decision-making or profiling.

If we refuse a request we will explain why and tell you how to complain to the ICO.

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## **16. Complaints and raising concerns**

Please contact us first if you are unhappy about how we have handled your personal data: **info@frphysio.com**. We will aim to investigate and respond promptly.

If you remain dissatisfied, you have the right to complain to the ICO: [www.ico.org.uk](http://www.ico.org.uk)

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## **17. Changes to this notice**

We may update this notice from time to time. The latest version will be on our website and available on request.

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