



# PRIVACY POLICY

Updated January 2025

## Privacy Policy Statement

Game On Performance and Physiotherapy are committed to protecting your privacy and maintaining the security of any personal information you share with us. This privacy policy outlines how we ensure your rights to privacy are respected and how we comply with legislation on data protection.

This policy explains the data we collect using our service, and how it is processed, collected, managed, and stored, and how your rights under the General Data Protections Regulation (GDPR) and Data Protection Act 2018 (UK).

‘We’, ‘our’, ‘us’, is a direct reference to Game On Performance and Physiotherapy.

Game On Performance and Physiotherapy is the trading name of Jordan Dewar BSc (Hons) MCSP, who is a self-employed Chartered Physiotherapist registered to practice Physiotherapy in the United Kingdom with the Health and Care Professions Council (HCPC) and is required to meet the standards of conduct, performance, and ethics as set out by the HCPC. The standards can be viewed at the following link:

[HCPC Standards of Conduct, Performance, and Ethics \(Updated 2024\)](#)

If you have any queries about this Privacy Policy, or you would like to contact us regarding the personal information we hold, please email Jordan at [jordan@gameonperformance.co.uk](mailto:jordan@gameonperformance.co.uk)

## **1. Information we collect**

We use a third-party practice management software designed for allied health practitioners named Cliniko which is fully compliant with UK and EU GDPR Regulations. All information held using Cliniko is hosted on secure services and is encrypted using HTTPS (end-to-end encryption). All information is held within the UK.

We may collect personal information from you in order to meet your service requests. This includes personal name, email address, postal address, and contact numbers. Any and all information is used for the delivery of physiotherapy services. Due to the nature of physiotherapy services we may collect personal medical information including, but not limited to, current and previous medical history. You have the right to decline to provide any information that you do not wish to share.

Your information is kept confidential and stored securely and will only be accessed by those on a 'need to know' basis, including your physiotherapist, and any secretarial staff if employed in the future.

Under the Data Protection Act 1998 and 2018, you have the right to request access to any personal information provided to us at any time. This includes reviewing for correctness, requesting correction of any errors, that contact information we hold cannot be used to contact you, that information is deleted from our records, and to opt-out of any communication.

We do not store credit card details, and we do not sell, rent, or share customer details with any third party for any reason.

## **2. Social media presence**

We may operate a social media presence online. We advise that users verify the legitimacy of any Game On Performance and Physiotherapy profiles before interacting with them. We will never ask for passwords or personal information.

Each social media service has their own privacy policy that can be accessed via their application/website. We advise that these are read accordingly.

### **3. External web links**

This website and policy contains links to external websites. We are not responsible for the privacy policies or content found on these sites and users are encouraged to be aware that they should read the privacy policy of each website and application that collects personal data. This policy only applies to our services and the information collected by us.

### **4. Spam policy**

We only contact our customers when they have requested to receive communication, or there is a need to update you on information about our services you have requested. By booking an appointment with us you agree for us to contact you with appointment confirmation and reminders using Cliniko.

We may offer a newsletter in the future which you will be able to subscribe to and unsubscribe to at any time.

### **5. Privacy policy revisions and notices**

We retain any personal information for the period necessary to fulfil the services requested unless a longer retention period is permitted or required by law.

We may revise our privacy policy at any time. Any changes that occur will be posted on the privacy policy page on our website. All changes will be effective immediately unless otherwise specified. By continuing as a customer with Game On Performance and Physiotherapy you agree to the revised privacy policy.

We strive towards transparency and compliance with all legal requirements.