

OxPhysio Ltd – Privacy Policy

Last updated: 16th March 2026

Summary for Patients

This summary explains the key points in simple terms. The full policy is provided below.

- OxPhysio Ltd is the **data controller** for physiotherapy and Pilates services.
- We store physiotherapy clinical notes in **PracticePal** (secure, encrypted).
- We store Pilates class bookings for adults in **Glofox** (secure, encrypted).
- We receive referrals via email and send GP letters as **password-protected attachments**.
- We keep adult physiotherapy records for **8 years** and children's records until **age 25 (or 26 if treated at 17)**.
- We never sell your data or use it for marketing without consent.
- You have rights to access, correct, or request deletion of your data.

Full Privacy Policy

1 Introduction

OxPhysio Ltd (“we”, “us”, “our”) is committed to protecting your personal information and respecting your privacy. This policy explains how we collect, use, store, and protect your data when you use our physiotherapy services, Pilates classes, or interact with us in any way.

We comply with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and all relevant healthcare confidentiality standards.

2 Who We Are

OxPhysio Ltd Business address (for data protection correspondence): **4 Southcroft, Old Marston, Oxford, OX3 0PF**

Email: info@oxphysio.co.uk Phone: 01865 764613

OxPhysio Ltd is the **data controller** for all physiotherapy and Pilates services we provide.

Physiotherapy services are delivered from rented rooms within multidisciplinary clinics. These clinic locations are not the registered business address of OxPhysio Ltd.

3 What Information We Collect

3.1 Physiotherapy patients (adults and children)

Stored securely in **PracticePal**; <https://practicepal.co.uk/privacy-policy>

- Name, date of birth, address and contact details
- Gender
- Pronoun preferences
- Medical history and clinical notes
- GP and consultant details
- Referral information
- Communications with you
- Payment information (not card details)
- If you book your appointment online, your payment information may be stored securely **Stripe** which is a third party service provider we use to integrate with practicepal. Here is a link to stripe's privacy policy; <https://stripe.com/privacy>

4 Pilates class participants (adults only)

Stored securely in **Glofox**:

- Name and contact details
- Class bookings and attendance
- Membership information
- Payment history (card details and direct debit information)

Glofox is **not used** for physiotherapy clinical records. Here is a link to their privacy policy; <https://www.glofox.com/privacy-policy/>

5 How We Collect Information

We collect information when:

- You register as a physiotherapy patient or Pilates participant
- You complete forms online or in person
- You communicate with us by email, phone, or in person

- Consultants or other health professionals send referrals via email.
- You attend appointments or classes
- You make payments or submit insurance details

6 Why We Use Your Information (Lawful Basis)

We process your information under:

- **Provision of healthcare** (Article 6(1)(e) or 6(1)(f))
- **Provision of health or social care treatment** (Article 9(2)(h))
- **Contract** (for Pilates bookings and payments)
- **Legal obligation** (e.g., record-keeping requirements)
- **Consent** (e.g., optional marketing communications)

7 How We Use Your Information

We use your information to:

- Provide physiotherapy assessment and treatment
- Manage Pilates class bookings and memberships
- Communicate with you about appointments
- Share relevant information with your GP or other healthcare professionals
- Process payments and invoices
- Maintain accurate clinical records
- Ensure safe and effective service delivery

8 How We Store and Protect Your Information

We use:

- **PracticePal** for physiotherapy clinical records
- **Glofox** for Pilates bookings and membership data
- **Wibbi** for exercise prescription, <https://wibbi.com/privacy-notice>

- Email for referrals and clinical correspondence, with all sensitive data included as password-protected attachments.

Access is restricted to staff involved in your care or administration.

9 Sharing Your Information

We only share information when necessary for your care or when required by law.

We may share information with:

- Your GP
- Consultants or other healthcare professionals
- Insurance companies or case managers
- Pilates instructors (attendance and safety information only)
- IT system providers (PracticePal, Glofox, wibbi) under strict data processing agreements

We never sell your information or share it for marketing.

10 Email Communication and Security

Where it is necessary to send personal data via email, we take appropriate steps to ensure that your information is protected.

Any emails containing personal or sensitive information are sent using password-protected attachments. Passwords are communicated separately to the recipient to reduce the risk of unauthorised access.

Our email systems are secured with password protection and are accessible only by authorised personnel. Emails are transmitted over secure, encrypted connections to help safeguard data in transit.

We take a data minimisation approach and only include the minimum necessary personal information in email communications.

Please note that while we take appropriate measures to secure emails sent from our systems, the security of emails transmitted to us by external parties is outside of our control. Sending personal information via email is therefore done at your own risk.

If you would prefer us to use an alternative, more secure method of communication, please let us know and we will do our best to accommodate this.

We regularly review our security measures to ensure they remain appropriate to the nature of the data we process.

11 Website Forms and Booking Enquiries

When you submit information to us via forms on our website (for example, to make a booking or enquiry), the information you provide is transmitted securely from your browser to our web server.

The contents of these forms are then sent to us via email so that we can process your enquiry or booking. As with email communications, we take appropriate steps to protect this information once received.

However, as form submissions ultimately rely on email delivery, they are subject to the same inherent risks associated with email transmission. We therefore recommend that you do not include highly sensitive or detailed medical information within website forms.

If you need to share sensitive information, please contact us to arrange a more secure method of communication.

12 How Long We Keep Your Information

- **Adult physiotherapy records:** kept for **8 years** after last contact
- **Children's physiotherapy records:** kept until **age 25**, or **age 26** if treated at 17
- **Pilates booking data:** retained for as long as you hold an account or as required for financial records

13 How We Use and Protect Children's Information

OxPhysio provides physiotherapy services to children and young people under 18. Children require specific protection under UK GDPR, and we apply additional safeguards.

13.1 What we collect

For children, we may collect:

- Contact details for the child and parent/guardian
- Medical history and clinical notes

- Information about school, sports, or daily activities relevant to treatment
- Details of parental responsibility
- Emergency contact information

All clinical records are stored securely in **PracticePal**.

13.2 Consent

- Parents or legal guardians normally provide consent for younger children.
- Older children and teenagers may consent themselves if they have sufficient understanding (*Gillick competence*).
- We involve parents where appropriate and in the child's best interests.

13.3 Lawful basis

- Provision of healthcare (Article 6(1)(e)/(f))
- Provision of health or social care treatment (Article 9(2)(h))

13.4 Protecting children's data

We apply enhanced safeguards:

- Clinical notes stored securely in PracticePal
- Access restricted to clinicians involved in care
- Referrals received via email
- GP letters sent as password-protected attachments
- No sharing for marketing or non-clinical purposes

13.5 Retention

Children's records are kept until:

- **Age 25**, or
- **Age 26** if treated at 17

13.6 Sharing information

We may share information with:

- Parents or guardians
- GPs and healthcare professionals
- Schools or sports organisations (with consent)
- Consultants or referrers

13.7 Children's rights

Children have the same data rights as adults. Where they cannot exercise these rights themselves, a parent or guardian may do so on their behalf.

14 Your Rights

You have the right to:

- Access your information
- Request corrections
- Request deletion (where appropriate)
- Object to certain processing
- Request transfer of your data
- Withdraw consent (where consent is the lawful basis)

To exercise your rights, contact us at info@oxphysio.co.uk.

15 Complaints

If you have concerns about how we handle your data, please contact us first. You also have the right to complain to the **Information Commissioner's Office (ICO)**.

16 Updates to This Policy

We may update this policy from time to time. The latest version will always be available on our website or on request.