



## Privacy Statement

We do our best to protect and respect your personal data. This statement explains how we collect that data, why we use it and how we keep it safe in accordance with GDPR legislation.

### Who are we?

Taylormade Performance and Rehabilitation is the trading name of C&A Ltd, who's registered office is Beacon Thatch Fenny Bridges Honiton Devon EX14 3BL. Tel: 07800824557

C&A Taylor Ltd is registered with The Information Commissioner's Office.

- Registration reference: ZA229988

For queries in relation to data protection, contact the Data controller, Claire Taylor, [info@taylormaderehab.com](mailto:info@taylormaderehab.com), Tel: 07800824557.

### How do we collect your information?

We obtain information about you when you contact us. For example, when you call us regarding an enquiry or to book an initial appointment. We also collect information that you have input about yourself via our contacts page/enquiry form on the website. This information is gathered and stored within our Google documents cloud account. Further information will be collected during subsequent appointments, classes or strength and conditioning sessions.

### What types of information do we hold?

The information we collect might include your name, address, email address, phone numbers, date of birth and information regarding your medical history and current injury/issue. For our clients who complete a wellbeing enquiry form we will hold additional information such as Occupation and health status. We will store this information on the Microsoft One Drive cloud-based storage system and Google documents cloud software.

### Why do we collect your information?

- To perform or take steps to enter a contract with you.
- To assist us in effectively offering appropriate assessment, treatment and other services.
- To enable us to send exercise programmes, invoices and correspondence relating to bookings/sessions.
- Compliance with a legal obligation.

Collecting and using your data will mean we are able to manage your treatment or involvement in other services we provide, process any orders or requests you have and to

provide you with relevant and topical information relating to your requirements. For example, changes to our services or hours of opening etc.

### Marketing, Social Media and Third Party service providers.

- Request Feedback for our Business Purposes. We may use your information to request feedback and to contact you about your use of our Sites.
- We may use your information in order to enable user-to-user communications with each user's consent.
- We may use named third-party service providers to process and store user data. These third-party service providers are currently MailChimp, Physiotec, AthleteMonitoring.com and TheRealMealRevolution. All of these third parties are compliant with GDPR.
- MailChimp - <https://mailchimp.com/legal/privacy/>. We use this service to create group emails. These will be used for general information about the company. Notifications of updated services, open events, courses or training. We input client email addresses and names into this service to generate an audience database which we can select and create the group emails.
- Physiotec - <https://hep.physiotec.ca/terms-use.php?PHPSESSID=18livugchbelf16480t5oinibj7oo62u>. We use this service to generate exercise programmes that are shared with our clients via email. Our clients also have access to the Physiotec portal with a unique password and login details. In order to effectively use these services we input clients names and email addresses.
- AthleteMonitoring.com - <https://www.athletemonitoring.com/privacy-policy/>. We use this software to generate an account that enables the client to work with us to monitor and manage their workload and wellbeing. We will input client name and email address to generate a login. Any further personal information will be input by the client themselves. Further information on how this additional information is stored please refer to the athlete monitoring privacy policy link.
- RealMealRevolution - <https://realmealrevolution.com/privacy/>. We use this service to aid our clients with their dietary monitoring. We input their name and email address to generate a personal login and account.

### Who has access to your information?

The directors, staff members or contracted freelance practitioners of Taylormade Performance and Rehabilitation will have access to your information to enable us to provide you with services. All stated parties will have signed privacy statement agreements ensuring they comply to our privacy policy.

We will not sell or rent your information to third parties. We will not share your information with third parties for them to market to you. Occasionally we may pass your information to third parties such as your GP or Consultant Specialist to assist in any required referral process.

### Lawful disclosure

We will disclose your Personal Information where required to do so by law or in accordance with an order of a court of competent jurisdiction. We will also disclose your information if we believe that lawful disclosure is necessary to comply with the law and the reasonable requests of law enforcement or to protect the security or integrity of our Service.

### Your choices

You have a choice about whether and how you wish Taylormade Performance and Rehabilitation to use your information. You will be asked to make your consent clear when we collect your initial information. For most users, this will be when you sign the new client assessment disclaimer and consent form.

Please contact Claire Taylor by emailing [info@taylormaderehab.com](mailto:info@taylormaderehab.com) if you wish to perform any of the following in respect of your personal data;

- Update, rectify or amend.
- Remove your consent for use.
- Erase if no longer required, appropriate or lawful.
- Request access for personal review.
- Make a complaint in respect of the use of your data.

You have various legal rights over your information which we will always respect. Further detail is available from the Information Commissioner. [www.ico.org.uk](http://www.ico.org.uk)

### Erasure of your data

Your data will be stored in general, for those with capacity, usually seven years from the date of last treatment for adult records, and for children seven years after their 18th birthday. Unless a lawful reason can be provided to suggest otherwise.

Your data will be deleted from all electronic databases and storage facilities. In the occasional event that a physical hard copy of data has been stored in a locked filing cabinet this will be destroyed by method of shredding.

### How do we protect your data?

We take several steps to protect your data both electronic and paper-based. This includes robust IT security which includes 'off site' backup of your electronic data. The system we use is Microsoft One Drive. Where possible we are actively moving towards a paperless business. However, any historic paper-based information or any other required paper documents are stored in a secure lockable facility.

### Review of this statement

We keep this statement under review as aspects of our business or services we provide may change in the future. It was last updated in November 2019.