**Terms & conditions**

1.      **Nature of services:** Home Physio Care Ltd offers physiotherapy services specialising in the rehabilitation of older people and falls prevention.

2.      **Assessment & treatment:** Assessment & treatment will be provided by a qualified and registered physiotherapist. It may include discussions about medication history, physical examination and various treatment techniques which may include exercises, hands on treatment and advice on self-management.

3.      **Confidentiality:** Personal information, including health information, will be collected in order to provide services, service updates, research/archiving and legal requirements. All data will be treated confidentially and stored as per Data Protection Act (DPA) and the General Data Protection Regulation (GDPR) regulations, and the company is registered with the Information Commissioner’s Office (ICO). A privacy notice will be shared with you. Please be aware there is a legal duty to report to appropriate services if it is felt you, or someone else, is vulnerable to harm.

4.      **Benefits & risks:** Physiotherapy services can provide benefits such as improved mobility, reduced pain and increased independence. However, there may be adverse effects associated with some of the treatments such as muscular pain or fatigue. This will be communicated to you prior to each session. If you experience any unexpected effects, please contact your therapist to discuss. Advice will be offered, and subsequent sessions adjusted accordingly. When appropriate, we will offer falls prevention advice to minimise risk, however it is to be noted, that we cannot guarantee the client will never fall.

5.      **Appointment scheduling:** Appointments can be scheduled via phone, email, text, WhatsApp or via the website. Home Physio Care Ltd may contact you via phone, email or other means for reminders or rescheduling if required.

6.      **Cancellation policy:** Clients must provide 24 hours notice if they need to cancel or reschedule an appointment. Without this, full payment will be incurred. If Home Physio Care Ltd must cancel an appointment, no charge will be made, and the appointment will be rescheduled for as soon as possible.

7.      **Emergency situations:** In case of an emergency during a physiotherapy session, authorisation is given to Home Physio Care Ltd to take appropriate action, including contacting emergency services and providing necessary information about medical history and condition.

8.      **Fees & payment:** Fees for services will be discussed & agreed prior to initial appointment. (Additional fees may be required for report writing, referrals, consented contact with other professionals involved in your care, travel outside of our standard radius.) Payment is expected at the end of each session via cash, cheque or bank transfer. Blocks of treatment are to be paid for in advance and an invoice can be provided.

9.      **Liability:** Home Physio Care Ltd will take all reasonable care to provide safe and effective physiotherapy services, complying with the Chartered Society of Physiotherapy’s code of conduct. However, Home Physio Care Ltd is not liable for any injury, loss or damage resulting from the provision of our services.

10.  **Complaints procedure:** If you have any concerns or complaints about our services, please contact homephysiocare@outlook.com as soon as possible so we can address them promptly and effectively.

11.  **Changes to terms:** Home Physio Care Ltd reserves the right to amend these terms of business at any time. Clients will be notified of any changes in advance.

**Home Physio Care Ltd Customer Privacy Notice**

This privacy notice tells you what to expect us to do with your personal information.

Our contact details

Email: homephysiocare@outlook.com

What information we collect

* Name, address, email and contact details including next of kin (in case of emergency)
* Reasons for contacting us and details about your health & medical condition(s)
* Clinical records once treatment has commenced

How do we get the personal information

* By yourself or whomever made the initial enquiry about your suitability for our services
* With your consent, we may seek relevant information from third parties such as the NHS, your care provider or other professionals involved in your care

How do we use this information

* To provide you with information and services from us
* To notify you about any changes to your appointments or our services
* To maintain up to date clinical records
* To maintains general communication as appropriate
* To analysis the demographics of our service users

Under UK general data protection regulation (UK GDPR), the lawful bases we rely on for processing this information are:
1/ Your consent. You have a right to remove your consent at any time by contacting homephysiocare@outlook.com.
2/ We have a professional obligation and responsibility under our governing body the Health & Care Professions Council.

How do we store your information

Personal information is stored on our secure clinical records system which meets GDPR regulations. It will remain in the UK. Data will be kept in active files for as long as you are receiving treatment for, after which it will be archived for 8 years.

Other organisations we may need to share information with:

* Health care or social care providers with your consent
* Organisations we need to share information with for safeguarding reasons
* Relevant regulatory authorities
* External auditors or inspectors
* Organisations we’re legally obliged to share personal information with
* Emergency services (where necessary)

Your data protection rights

Under data protection law, you have rights including:

*Your right of access*

You have the right to ask us for copies of your personal data.

*Your right to rectification*

You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete

*Your right to erasure*

You have the right to ask us to erase your personal data in certain circumstances.

*Your right to restriction of processing*

You have the right to ask us to restrict the processing of your personal data in certain circumstances.

*Your right to object to processing*

You have the right to object to the processing of your personal data in certain circumstances.

*Your right to data portability*

You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

*Your right to withdraw consent*

When we use consent as our lawful basis you have the right to withdraw your consent.

You don’t usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you. To make a data protection rights request, please contact on homephysiocare@outlook.com

How to complain

If you have any concerns about our use of your personal data, you can discuss it with us, or make a complaint to us at homephysiocare@outlook.com

If you remain unhappy with how we’ve used your data after raising a complaint with us, you can also complain to the ICO.

The ICO’s address:

Information Commissioner’s Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: [https://www.ico.org.uk/make-a-complaint](https://ico.org.uk/make-a-complaint/)

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22 July 2024