
PRIVACY POLICY

(Effective from 25th May 2018)



A: What does this Policy cover?

This Privacy Policy covers our treatment of information that may be gathered when you are accessing or using our website. We may gather various types of information, including information that identifies you as an individual (“Personal Information”). The websites www.LondonSportsPhysician.co.uk and www.SportsPhysician.uk are owned by LSP Enterprises Ltd (Registered company number 07638383, Companies House, England & Wales).

LSP Enterprises Ltd (referred in this document going forwards as ‘LSP’) is committed to respecting your right to privacy and protecting any personal information you provide to us. We are a Data Controller and registered on the Data Protection Register of the Information Commissioner’s Office (ICO) with registration number ZA150863.

LSP’s Data Protection Officer (DPO) is Mr. Richard Seah. He can be contacted via email on seah@hcaconsultant.co.uk

B: General Data Protection Regulation (GDPR) and your personal data

Since 25th May 2018, the General Data Protection Regulation (GDPR) has replaced previous data protection legislation. The prior principles of data protection continue to hold true but are now strengthened in the key areas of process transparency, data accuracy, minimisation and accountability.

This privacy notice informs you how LSP will collect and use your personal data for the purposes of patient management.

C: Why does LSP need to collect and store personal data?

In order for us to perform appropriate medical assessment, management and treatment, LSP needs to collect personal data for identification and correspondence purposes. We are fully committed to ensuring the information collected and utilised is appropriate for these purposes, and importantly, does not constitute an abuse or invasion of your privacy.

In regards to being contacted for any non-medical or marketing purposes, LSP would contact you for additional consent.

D: Will my personal data be shared?

If appropriate and with your agreement, we may need to pass your personal data on to third-party service providers in the course of carrying out your treatment plan. Examples of this would include, but are not exclusive to, other medical, allied health and biomedical professionals and services.

Any third parties we may share your data with are obliged to keep your details confidential, secure and use them only to fulfil the services provided. When your data is no longer required to fulfil this service, they will dispose of those details in line with GDPR policy. If we need to pass your sensitive personal data onto a third party, we will only do so once we have obtained your consent, except where we are legally obliged to do so otherwise.

E: How is the personal data that is collected utilised?

LSP will not sell your personal information to anyone. We will only use and disclose personal information for the purposes for which it was initially collected, and for purposes which are directly related to our functions or activities.

LSP will process (collect, store and use) the information provided in a manner compatible with GDPR. We will endeavour to keep your information accurate and contemporaneous, and not keep it for longer than is necessary.

LSP is required to retain information in accordance with the law, such as information needed for income tax and audit purposes. How long certain kinds of personal data should be kept will be governed by specific business sector requirements and agreed practices. Personal data may also be held in addition to these periods, depending on individual business needs.

F: Under what circumstances will LSP contact me?

We aim not to be intrusive, and undertake not to ask unnecessary or irrelevant questions. Additionally, the information provided by you will be subject to rigorous measures and procedures to minimise risk of unauthorised access or disclosure.

G: Can I find out the personal data that the organisation holds about me?

LSP, at your request, can confirm what information we hold about you and how it is processed. If LSP does hold personal data about you, you can request the following information:

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- Identity and contact details of the person or organisation that has determined how and why to process your data. In certain cases, this will be a representative in the EU.
- Contact details of the Data Protection Officer (DPO).
- The purposes and legal basis for processing.
- If processing is based on the legitimate interests of LSP or a third party, information about those interests.
- Categories of personal data collected, stored and processed.
- Recipients or categories of recipients that the data will be disclosed to.
- If we intend to transfer the personal data to another country or international organisation, information about how we ensure this is done securely. The EU has approved sending personal data to some countries because they meet a minimum standard of data protection. In other cases, we will ensure there are specific measures in place to secure your information.
- Duration the data will be stored.
- Details of your rights to correct, erase, restrict or object to such processing.
- Information about your right to withdraw consent at any time.
- How to lodge a complaint with the supervisory authority.
- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data.
- The source of personal data if it was not collected directly from you.
- Details and any information of automated decision making, such as profiling, and any meaningful information about the logic involved, as well as the significance and expected consequences of such processing.

H: What forms of official identification will I need to provide to access this?

LSP will accept the following forms of official identification when information on your personal data is requested: Passport, driving licence, birth certificate or utility bill (valid for the last three months).

I: Responsibilities

The Data Protection Officer is responsible for ensuring this notice is made available to data subjects, prior to LSP collecting or processing their personal data. All staff or contractors of LSP who interact with data subjects are responsible for ensuring this notice is drawn to the data subject's attention and their consent to the processing of their data is secured.

J: Disclosures for reasons of National Security or Law Enforcement

Under certain circumstances, LSP may be required to disclose your personal information, in response to valid requests by public authorities, to meet national security or law enforcement requirements. LSP is bound by local and regional applicable privacy and data protection laws and regulations.

K: Data controllers and your rights

LSP is a medical and healthcare services company committed to patient-focused care, principally patient assessment, diagnosis, management and treatment. Our Data Protection Officer can be contacted directly via email at: seah@hcaconsultant.co.uk

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As a data subject, you have the following rights:

- Right of access – You have the right to request a copy of the information that we hold about you.
- Right of rectification – You have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – In certain circumstances, you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – Where certain conditions apply, you have a right to restrict the processing.
- Right of portability – You have the right to have the data we hold about you transferred to another organisation.
- Right to object – You have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – You have the right to be subject to and object to the legal effects of automated processing or profiling.
- Right to judicial review- In the event that LSP refuses your request under rights of access, we will provide you with a reason as to why this has occurred.

All the above requests will be forwarded on if there is a third party involved in the processing of your personal data.

L: Cookies and other tracking technologies

Our website/s may use cookies (small text files containing a string of alpha-numeric characters that is stored on the hard drive of your computer) and other similar tracking technologies (like web beacons, tags and scripts) to uniquely identify your browser and to gather information about how you interact with the website/s and services. We may use this information for the following purposes:

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- To assist you in navigation on the website.
- To improve the functionality of the website.
- System administration.
- Reporting information for research purposes.
- To assist with our promotional and marketing efforts.

M: Linked websites

For your convenience, hyperlinks may be posted on the website/s which link to other websites ('linked sites'). LSP is not responsible for, and this Privacy Policy does not apply to, the privacy practices of any linked sites of any companies that we do not own or control. Linked sites may collect information in addition to that which we collect on our website/s. We do not endorse any of these linked sites, the services or products described or offered on such linked sites, or any of the content contained on the linked sites.

We encourage you to seek out and read the privacy policy of each linked site that you visit to understand how the information collected about you is used and protected.

N: How to make a complaint

If you have concerns or a complaint regarding our collection and use of your personal information, or a possible breach of your privacy, please send them to: seah@hcaconsultant.co.uk or write to us at: LSP Enterprises Ltd, c/o ISEH, 170 Tottenham Court Road, London W1T 7HA

LSP will treat your requests or complaints confidentially and contact you within a reasonable time after receipt of your complaint to address your concerns and

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outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in a timely and appropriate manner.

If you do not believe your complaint is managed appropriately, you have the right to escalate the complaint to the applicable Data Protection Authority.

O: Changes to this Privacy Policy

Any changes to this privacy policy will be posted on this page with an updated revision date. If we make significant changes to the policy that materially changes our privacy practices, we may also notify you by other means, such as sending an email or posting a notice on the main website.

This policy was most recently updated on 16th June 2018.