

## **Pyramid Performance & Health Privacy Policy**

We collect store and use personal data daily including medical records personal data and computerised information during the course of our work in line with the GDPR Data Protection Act 2018.

### **Purpose and legal basis for processing**

Our purpose for collecting the information is so we can provide you with a service and let you know about any upcoming events. In order to process your personal data we need your consent.

### **What information do we collect about you?**

Pyramid Performance & Health keep records about your health and any treatment you receive from the Pyramid staff team. This information is held on paper records and on computer files.

These records may include:

- Your name, date of birth, emergency contact, surgery registered with, email
- Contact we have had with you such as appointment details
- Notes and records about treatments and programmes you have followed whilst at Pyramid Performance & Health
- Financial payments for treatment packages
- Results of lab tests such as Lactate Threshold Testing
- Relevant information from people who know you well e.g parents/guardians
- Records of permission to use photographs /video recordings for promotional purposes

It is important that these records are kept up to date. Please inform us of any changes when you visit us.

### **How is your personal information used?**

Your records are used:

- To assess manage and provide you with treatment programmes to assist rehabilitation from injury and strength and conditioning.
- Liaise where appropriate with referrals to other professionals such as physiotherapists.
- Monitor your progress and update exercise programmes accordingly
- To gather audit information
- To train new colleagues e.g in strength and conditioning programmes for clients

## **Who do we share personal information with?**

Everyone working at Pyramid Performance & Health has a legal duty to keep information about you confidential. Anyone receiving information from us such as other professionals also have a duty to keep the information confidential.

Your records are used to manage and review the programmes you are completing with us. This may include the sharing of information and referrals where appropriate to e.g physiotherapists. We link in with Oakwood Physiotherapy. Please contact [www.oakwoodphysiotherapy.co.uk](http://www.oakwoodphysiotherapy.co.uk) for their privacy policy details.

We will not share your information with a third party unless we have your consent to do so.

Occasionally staff working with you may be accompanied by a new colleague who is receiving training. You have the right to state that you do not want them to be present at sessions with you.

## **How long do we keep your information?**

We only keep your information until you no longer require a service with us. At this point we shred paper copies of your personal details and delete your information from our computer records.

## **How can I access my records?**

You can ask to see the records we hold about you. This is called a Subject Access Request. Please contact us for further details.

## **What are your rights?**

We rely on your consent to process personal data you provide us for marketing purposes. This means you have the right to withdraw your consent or object to the processing of your personal data for this process at any time. Please contact us about this if you want to withdraw your consent. We will update our records immediately to reflect your wishes.

## **Cookies**

Cookies are small pieces of text that are stored by your browser. We use cookies to personalise content to provide social media features and to analyse traffic to our site.

We do not use cookies to:

- Collect personally identifiable information
- Pass data to advertising networks

You can block all cookies through your browser settings on your computer.

Third party cookies:

We embed third-party content on our website, such as social media feeds including Instagram and Facebook. This content is not held on our website. The suppliers that host this content may set cookies on your computer or mobile device when you visit

pages containing this type of content. These are known as third-party cookies and are delivered on behalf of third-party suppliers. While we constantly monitor our website to ensure embedded content functions correctly, ultimately this content and any resulting cookies (including their names) are subject to change at no notice, and are beyond the control of Pyramid Performance and Health. Please visit the third-party provider's cookies policy if you have any concerns.

### **Payment through Worldpay**

When you make a payment through Worldpay, we send Worldpay your card payment details. After you enter your card details, Worldpay attempts to take payment and tells us whether the payment was successful. For more information on how Worldpay handles the data it collects, see Worldpay privacy policy for more information at [www.worldpay.com](http://www.worldpay.com)

### **Covid 19 – GDPR**

Pyramid Performance & Health Ltd are required by the government to maintain records of staff, clients and visitors including displaying an official NHS QR poster for all visits to our facilities during the current pandemic. This helps NHS Test and Trace to identify and notify people who may have been exposed to the virus. Your information will only be shared with NHS Track & Trace should they request it. This includes:

- the names of all customers or visitors, or if it is a group of people, the name of one member of the group
- a contact phone number for each customer or visitor, or for the lead member of a group of people
- date of visit and arrival time and departure time

The NHS Test and Trace service as part of safeguarding your personal data, has in place technical, organisational and administrative security measures to protect your personal information that it receives from Pyramid Performance & Health Ltd, that it holds from loss, misuse, and unauthorised access, disclosure, alteration and destruction.

For example, if another customer at the venue reported symptoms and subsequently tested positive, NHS Test and Trace can request the log of customer details for a particular time period (for example, this may be all customers who visited on a particular day or time-band, or over a 2-day period).

In line with government guidance to support NHS Test and Trace, we hold visit records for 21 days. After 21 days, this information will be securely disposed of or deleted.

If you are unhappy or wish to complain about how your information is used, you should contact a member of staff in the first instance to resolve your issue.

If you are still not satisfied, you can complain to the Information Commissioner's Office. Their website address is [www.ico.org.uk](http://www.ico.org.uk).

We keep our privacy notice under regular review, and we will make new versions available on our privacy notice page on [www.pyramidperformancehealth.com](http://www.pyramidperformancehealth.com). This privacy notice was last updated on 16 September 2020

**Ryan Spencer - Director of Performance and Health**

Lead for Data Protection at Pyramid Performance & Health Ltd

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