

Privacy policy

The Bristol Pain Relief Centre is a multi-disciplinary pain service, we provide services, including but not exclusive to assessments, procedures and therapy for people in chronic pain.

Information we collect:

- Prior to the initial assessment you will be asked to fill out a pre-assessment form. This will include personal details about yourself, such as address, date of birth, next of kin and GPs contact information. We will also ask about any medical conditions you may have. Depending on the type of assessment/therapy you chose we may also ask about past life experiences.
- Completing the assessment form is voluntary, but will help in your assessment, diagnosis and any follow up advice provided.
- During treatment there may also be direct contact between you and your therapist via email, telephone or written letters.

How we use your information:

- We only collect and retain personal information to enable us to perform our services.
- We understand that you have provided us with personal and sensitive information and that this information is important to you. We are committed to protecting and respecting your privacy.
- We will never use your personal information for marketing purposes.
- We will not send you marketing materials, unless you have requested to sign up for our email newsletter.
- We never sell your personal information to a third party
- If you are working with more than one practitioner, at times it may be useful for us to share information to improve your treatment. Prior to doing this we will always gain your consent.
- We only share your personal information with selected third i.e solicitors as part of our service provision.
- If we have to contact your general practitioner about your treatment or to arrange a referral we will always gain your consent prior to doing so.
- All of our therapist received regular supervision to ensure high quality clinical practice. Their supervisor will not know you personally or professionally and you will remain anonymous. Your information may be referred to verbally when it is helpful to professional processes.
- If you are thought to be at risk in anyway, your information may be shared with an emergency healthcare service (e.g. GP or Mental healthcare crisis team) or with a social worker.
- If we become aware of any intent by you to cause harm to another person or organisation (e.g. terrorism), the law may require that we inform an authority without seeking your permission.

How we retain your information:

- We will retain your personal information for 7 years in line with our governing bodies' code of practice.
- We have put in place appropriate security measures to prevent your personal information being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.
- We limit access to your personal information to those agents and third parties who have a business need to know.
- We have in place procedures to deal with any suspected personal information breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

Information collected on our website:

In running and maintaining our website the following data may be collected:

- Information about the use of our site including details of your visit such as pages viewed and resources that you access. Such information includes traffic data, location data and communication data.
- Information provided voluntarily by you. For example when you register for information or make a purchase.
- Information that you provide when you communicate via any means.

Use of Cookies:

- Cookies provide information regarding the computer used by a visitor. We may use cookies where appropriate to gather information about your computer in order to assist us in improving our website.
- We may gather information about your general internet use by using cookies. Where used, these cookies are downloaded to your computer and stored on your computer's hard drive. Such information will not identify you personally. It is statistical data. It does not identify any personal details whatsoever.
- You can adjust settings on your computer to decline cookies if you wish. This is easily done by activating the reject cookies setting on your computer.

Under the data protection act you have the right to erasure, restriction and objection in the processing of your personal data. You also have the right to request a copy of the information that we hold about you. If you are not happy with any aspect of how we collect and use your data, you have the right to complain to the information Commissioner's office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would be grateful if you would contact us first if you have a complaint so that we can try to resolve it for you.

Please do not hesitate to contact us regarding any privacy matter on: info@bristolpainreliefcentre.co.uk

Matt Kinal- Director