

Privacy Policy:

“OPSTT” means Optimal Performance Soft Tissue Therapy

“Client” means any person who has requested an appointment & completed a health consultation form



OPTIMAL PERFORMANCE
SOFT TISSUE THERAPY & SPORTS MASSAGE

Website:

The website uses Google Analytics to analyse visitors to the site. Google Analytics uses "cookies", which are small text files placed on your computer which collect information on visitor behaviour information such as:

- how you got to the site
- how long you spend on the site
- what you click on whilst on the site

The information will also be used for statistical analysis reports on website activity to provide future optimised improvements on the site.

Google Analytics cookies may collect your IP address. Your IP address is a unique number identifying your computer. This information will be for determining geographical location purposes only which will assist us in meeting user needs.

The information we collect is anonymous and cannot identify you personally. We therefore do not store any information of a personal nature, e.g. your name or address. No information will be shared with third-party organisations.

Your web browser should provide you with the controls to manage and delete cookies from your device if required.

Personal Information:

All clients must complete a consultation form prior to receiving initial treatment. By signing the consultation form, clients are giving Optimal Performance permission to hold records and data about them. We may collect the following personal data: Client name, address, date of birth, email address, phone numbers, GP details, health information including medical history, diagnosis and treatment data. This is for ensuring we have the right information for assessing your suitability to treatment, for completing the appropriate treatment, for contacting you regarding appointment follow-ups and for a referral to GP or other healthcare practitioners if deemed necessary. All information held will be treated as strictly confidential and will only be released to any other external party with the consent of the client.

All client records are electronic and GDPR compliant.

Communication & Marketing:

Client contact data may also be used for communication & company marketing purposes. Operational communication includes but is not limited to appointment reminder emails and text messages, invoices and feedback requests.

We may send newsletters, offers and discounts to clients that have signed up to the OPSTT mailing list or who have indicated their wish to opt in to receiving marketing information on their initial consultation form

Clients can unsubscribe from communications or marketing at any time by emailing hello@optimalperformance.uk with the subject header 'Unsubscribe'.

You can request to: see your data at any time, move your data to another practice, correct any inaccuracies. You may request for details to be deleted but due to our legal obligation we cannot delete your health record but we can remove you from our contact list.

OPSTT is registered with the Information Commissioners Office. The Data Controller at OPSTT is your first point of contact for any matters regarding your personal data we process.

Contact: hello@optimalperformance.uk