

UWE Glenside Sports Injury and Sports Massage Clinic Patient Privacy Notice

Purpose of the Privacy Notice

This privacy notice explains how the University of the West of England, Bristol (UWE Bristol) collects, manages, and uses your personal data when you access services provided by Glenside Sports Injury and Sports Massage Clinic. This includes assessment, treatment and rehabilitation of musculoskeletal conditions. 'Personal data' means any information relating to an identified or identifiable natural person.

This privacy notice adheres to the General Data Protection Regulation (GDPR) principle of transparency. This means it gives information about:

- How and why your data will be used;
- What your rights are under GDPR; and
- How to contact UWE Bristol in relation to questions, concerns or exercising your rights regarding the use of your personal data.

Why are we processing your personal data?

We process your personal data to provide safe and effective healthcare services within the Glenside Sports Injury and Sports Massage Clinic. Our lawful bases for processing personal data for healthcare purposes is public task. This includes identifying you, assessing and diagnosing musculoskeletal conditions, planning and delivering treatment and rehabilitation programmes, and maintaining accurate clinical records.

Our condition for processing 'special category' data (i.e., data concerning health) is the provision of health care.

We also process your data to manage clinic operations, including appointment booking, communication with you about your care, and processing payments where applicable.

As a data controller we are committed to protecting the privacy and security of your personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 (or any successor legislation) and any other legislation directly relating to privacy laws that apply (together "the Data Protection Legislation"). General information on Data Protection law is available from the Information Commissioner's Office (<https://ico.org.uk/>).

How do we use your personal data?

We will only process your personal data when the law allows us to. In addition, we will always comply with UWE Bristol's policies and procedures in processing your personal data. Our lawful basis for using your personal data for Glenside Sports Injury and Sports Massage Clinic is that it is necessary to carry out our role in providing healthcare and education and allow us to run the clinic safely and effectively. We also process health information where this is necessary for your care.

As a student-led teaching clinic, your personal data may be used to support education and training under the supervision of qualified clinicians, ensuring that students gain practical experience while maintaining appropriate standards of care.

We may use anonymised data to support academic research, service evaluation, audit, and quality improvement of the clinic. Your identifiable personal data will only be used for research as part of an approved research study where you have agreed to participate. Your information may be used to investigate complaints or incidents relating to your care.

We may contact you by phone, email or text message regarding your appointments, treatment, or exercise programmes.

You can find out more information about lawful bases at the following webpage:

<https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/lawful-basis-for-processing/>

We will always tell you about the information we wish to collect from you and how we will use it. We will not use your personal data for automated decision making about you or for profiling purposes.

What data do we collect?

We mainly collect information from you when you give it to us voluntarily, but we may also collect it from other sources if it is legal to do so. This includes from the NHS or other healthcare providers, such as data in referral letters, test results or people you have authorised to provide information on your behalf.

The personal data that we may collect and process includes:

- Your name.
- Your date of birth.
- Your contact telephone number(s) and email address.
- Your employment and lifestyle information.
- Your relevant health details including: (a) Any relevant signs or symptoms. (b) Current and past musculoskeletal health conditions and general health conditions. (c) Current medication. (d) Information relevant to your continued care from other people who care for you or know you well, such as other health professionals and relatives.
- Your examination results and related treatment information.

- Payment details.
- Appointment and attendance records
- Information that you provide by filling in forms on our website.
- Details of your visit to the website and any transactions you carry out on the website. See the UWE Bristol Website Privacy Policy (<https://www.uwe.ac.uk/about/website/privacy>) for further information.
- Any other information you have voluntarily given us.

Who do we share your data with?

We process your personal data in strict confidence. Data is stored securely and accessed on a need to know basis. We ensure that equipment holding your personal data is physically protected and is secured to prevent unauthorised access to your data. Electronic data is stored and processed securely on UWE Bristol approved systems including Cliniko and Rehab Guru. Direct Debit payments will be processed through Stripe.

In the course of processing your personal data we may share it with:

- Staff working at the UWE Sports Injury and Sports Massage Clinic and those under their supervision. This can include; qualified clinicians, students, senior lecturers and the clinic manager.
- Your GP and other healthcare providers in connection with your healthcare treatment after discussion with you.
- Third-party software provider (Cliniko and Rehab Guru) supports the operation of the clinic, such as patient management and exercise prescription. This allows us to keep patient records up to date and arrange payment for services provided to you. Personal Data is kept within the UK and only accessed with our instruction. [Cliniko Privacy Policy](#) [Privacy Policy | Rehab Guru](#)
- Payment for clinic services is processed by Stripe using the UWE Stripe account. When you pay by card, your payment details are transmitted directly and securely to Stripe and are not stored by the clinic. An invoice record of the transaction is retained within Cliniko as part of your patient record in accordance with our data retention policy. Stripe operates under its own privacy policy ([Privacy Policy](#)).
- Other agencies to keep to any legal obligation (e.g., if we have been instructed to do so by a Court) and to protect the safety of yourself or others (e.g., if there is a concern that you are putting yourself or another person at risk of serious harm or there is concern that you are putting a child at risk of harm).

Sharing Student information (UWE Students Only):

If you are a student registered at this University and accessing our clinic, we owe you a dual duty of care as a patient and as a member of our university community. We may share specific information with your academic Programme Lead or School Lead. This only occurs if you disclose information, we deem significant regarding your health,

safety, or wellbeing (e.g., severe mental health crises, substance misuse, or risk of harm to yourself or others).

How do we keep your data secure?

We take a robust approach to protecting your information with secure electronic and physical storage areas for data with controlled access. Access to your personal data is strictly controlled on a need-to-know basis and data is stored and transmitted securely using methods such as encryption and access controls for physical records where appropriate.

Alongside these technical measures there are comprehensive and effective policies and processes in place to ensure that those who process your personal information are aware of their obligations and responsibilities for the data they have access to.

By default, people are only granted access to the information they require to perform their duties. Mandatory data protection and information security training is provided to staff and expert advice is available if needed.

How long do we keep your data for?

We will retain your personal data for 8 years after our last contact with you. This is in line with professional body regulations which also align with NHS guidance.

Please see our University Records Management Policy and Records Retention Schedules for more detailed information. These are available by contacting our Data Protection Office at dataprotection@uwe.ac.uk

Your Rights and how to exercise them

Under the Data Protection legislation, you have the following qualified rights:

- (1) The right to access your personal data held by or on behalf of the University;
- (2) The right to rectification if the information is inaccurate or incomplete;
- (3) The right to restrict processing and/or erasure of your personal data;
- (4) The right to data portability;
- (5) The right to object to processing;
- (6) The right to object to automated decision making and profiling;
- (7) The right to [complain](#) to the Information Commissioner's Office (ICO).

To protect your privacy and the privacy of others, we will verify your identity before giving effect to your rights. To exercise any of your rights please contact the Data Protection Officer.

How to contact us

We will always respond to concerns or queries you may have. If you wish to exercise your rights or have any other general data protection queries, please contact UWE Bristol's Data Protection Officer (dataprotection@uwe.ac.uk).

Data Protection Office
7X220 Frenchay Campus
UWE Bristol
Coldharbour Lane
Bristol
BS16 1QY
Telephone: 0117 328 6776

For further information in relation to Glenside Sports Injury and Sports Massage Clinic contact:

SportsInjuryClinic@uwe.ac.uk

Changes to this Privacy Notice

We keep our privacy notice under regular review. This privacy notice was last updated on 01.06.2026