

Kinetic Health

Privacy Policy

Kinetic Health ("we", "us", "our") is a rehabilitation case management company working within the UK personal injury market. We are committed to protecting the privacy and security of personal information shared with us by clients, solicitors, insurers, and other professionals we work with.

1. Our Commitment to Data Protection

We comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Kinetic Health is registered with the Information Commissioner's Office (ICO) as a data controller.

2. What Information We Collect

Depending on how you interact with us, we may collect:

- Contact details (name, email address, telephone number, organisation)
- Details submitted via our website enquiry and referral forms
- Case-related information shared with us by solicitors, insurers, or clients for the purposes of rehabilitation case management
- Sensitive personal data relating to health and medical history, where shared with us as part of a referral or case management instruction

Health and medical information is "special category data" under Article 9 of UK GDPR. Where we process this information, we do so on the basis of explicit consent and/or because it is necessary for the provision of healthcare and case management services. This consent is captured as part of our separate referral and instruction documentation, which is completed before any case management work begins.

3. How We Use Your Information

We use the information we collect to respond to enquiries and referrals, to provide rehabilitation case management services, to communicate with solicitors, insurers, clients and other professionals involved in a case, and to meet our legal, regulatory, and professional obligations.

4. Sharing Your Information

We only share personal information where necessary and appropriate, such as with other clinicians, treatment providers, or professionals directly involved in a case. We do not sell or rent personal information to third parties.

5. Data Security and Retention

We take appropriate technical and organisational measures to protect personal information against unauthorised access, loss, or misuse, and we retain personal information only for as long as necessary to fulfil the purposes for which it was collected, or as required by law and professional regulation.

6. Your Rights

Under UK GDPR, you have the right to access, correct, or request deletion of your personal information, and to object to or restrict certain types of processing. To exercise any of these rights, please contact us using the details below.

7. Contact Us

If you have any questions or concerns about how we handle personal information, please get in touch with us directly in the first instance, and we will do our best to resolve any concerns promptly:

Email: greg@kineticrehab.co.uk

Email (referrals): referral@kineticrehab.co.uk

If you remain unsatisfied after contacting us, you also have the right to lodge a complaint with the Information Commissioner's Office (ICO) at ico.org.uk.

This policy was last updated in 2026 and may be reviewed and updated from time to time. Kinetic Health · Rehabilitation Case Management