

Biomotion London — Policies & Terms

Registered Address:

Biomotion London
66 Nether Street,
London, N12 7NG

Contact Email: biomotionlondon@gmail.com

Last Updated: 08/11/2025

1. Privacy Policy

Biomotion London respects your privacy and is committed to protecting your personal data. This policy explains how we collect, use, and store your information in accordance with the UK General Data Protection Regulation (GDPR).

Information We Collect

We may collect and process:

- Personal information such as your name, date of birth, contact details, and health information when you book an appointment or complete a consultation.
- Contact and communication data from forms on our website or through Cliniko.
- Technical data such as IP addresses and cookies (see Cookie Policy).

How We Use Your Data

We use your data to:

- Book and manage your appointments via Cliniko.
- Provide professional care, treatment, and follow-up communications.
- Send you updates or newsletters if you have opted in.
- Comply with legal or regulatory obligations.

Sharing Your Data

We never sell your data.

We may share limited information with:

- Cliniko (our patient management software provider).
- IT and administrative service providers who support our operations.
- Regulators if legally required.

Data Retention

We retain patient records for a minimum of **8 years** after your last appointment, in line with professional guidelines.

Your Rights

You have the right to:

- Access your data.
 - Request correction or deletion.
 - Withdraw consent for marketing communications.
- To exercise your rights, email **biomotionlondon@gmail.com**.
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2. Cookie Policy

Our website uses cookies to enhance your browsing experience and understand how visitors use our site. Cookies are small text files stored on your device.

Types of Cookies We Use

- **Essential Cookies:** Required for website functionality.
- **Analytics Cookies:** Help us understand visitor behaviour (via Google Analytics).

You can adjust your browser settings to refuse or delete cookies. Please note this may affect site functionality.

3. Terms & Conditions of Website Use

By using this website, you agree to comply with the following terms. If you do not agree, please do not use the site.

- The content on this site is provided for **general information** and is **not medical advice**.
 - We aim to ensure the information is accurate, but we make no guarantees regarding completeness or reliability.
 - Biomotion London is not liable for any loss or damage resulting from the use of this website.
 - You may not reproduce, distribute, or use our content without permission.
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4. Cancellation & Refund Policy

We understand that plans change.

If you need to cancel or reschedule your appointment, please give **at least 24 hours' notice**.

- Cancellations made with less than 24 hours' notice may be charged in full.
 - Missed appointments without notice will also be charged in full.
 - Refunds (if applicable) are processed within **5–7 working days**.
- To cancel or amend a booking, please contact us at **biomotionlondon@gmail.com**.

5. Complaints Policy

We are committed to providing excellent care and service.

If you are unhappy with any aspect of your experience, please contact us as soon as possible so we can resolve it promptly.

How to Make a Complaint

Email **biomotionlondon@gmail.com** with the subject line “Complaint”.

Please include your name, contact details, and a description of your concern.

We aim to acknowledge all complaints within **5 working days** and provide a full response within **20 working days**.

If you remain dissatisfied, you can contact the **HCPC** or the **Professional Standards Authority** for further guidance.

6. Medical Disclaimer

All information on this website is provided for general educational purposes only.

It is **not intended to replace professional medical advice, diagnosis, or treatment**.

Do not disregard medical guidance or delay seeking it because of information found here.

If you have specific questions about a medical condition or injury, please book an appointment with one of our clinicians.

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