



Osteoporosis Supplementary Enrolment Form

Please note that the standard **Client Enrolment Form** should be completed in addition to this form.

A. Personal Details:

Name:	
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B. Emergency Contact Details: *(only complete if these details have changed)*

Name:		
Telephone No.	Home:	
	Mobile:	

C. Osteoporosis Risk Factors:

Please tick the boxes for any of the following if they apply to you – if you are unsure about a particular question, please ask.

1. Is there any history of Osteoporosis/Osteopenia in your family?
 If you ticked the above box, please list which relatives were affected and whether they suffered any fractures as a result (especially hip fractures):

2. *(If applicable)* Did you have a hysterectomy, or was your menopause, before the age of 45?
3. *(If applicable)* Were/Are your periods irregular?
5. Do you have a history of fractures?
6. Do you have a Scoliosis (i.e. rotation) in your spine?
7. Do you have a Kyphosis (i.e. rounded upper back/shoulders)?
8. Have you noticed any loss of height?
9. Are you lactose intolerant?
10. Do/Did you smoke?
 If Yes: How many per day? _____
11. Do you drink alcohol?
 If Yes: What is your typical daily consumption? _____
12. Do drink coffee / tea / sodas (with caffeine)?
 If Yes: What is your typical daily consumption? _____
13. Have you experienced from any of the following: chronic diarrhoea; Coeliac Disease; Ulcerative Colitis; Crohn's Disease; surgical removal of stomach / small intestine?
14. Have you ever been diagnosed with an eating disorder?
15. Have you been diagnosed with any vision impairment?
16. Have you been diagnosed with any balance impairment?
17. Have you been diagnosed with any neurological impairment?
18. Do you take any sleep medications?
19. Do you take any thyroid medication?



All information will be treated in the strictest confidence

- 20. Do you take corticosteroid tablets (for conditions such as asthma / arthritis)?
- 21. Have you taken long-acting Benzodiazepines (e.g. valium)?
- 22. Have you ever been diagnosed with a lack of Vitamin D?
- 23. Has a medical professional (including a qualified nutritionist) told that you have a high salt **and/or** a high-protein diet?
- 24. Have you ever had a medical condition that has led to you be immobile for a prolonged period?

D. Health Screening:

Please tick the boxes for any of the following if they apply to you – if you are unsure about a particular question, please ask.

- 25. Have you been diagnosed with Osteoporosis (or Osteopenia) –
If Yes: Please specify which? _____
- 26. Have you ever had a bone density scan (e.g. DEXA)?
If Yes: When was the date of your last scan? _____
(If known) What is the T-Score for your Hip? e.g. -2.5 SD _____
(If known) What is the T-Score for your Spine? e.g. -2.5 SD _____
- 27. What is your height? (please specify feet/inches or metres) _____
- 28. Have you been prescribed any medications / supplements to aid bone density?
If Yes: When did you start taking them: _____
- 29. Have you checked with your GP/specialist as to your ability to do Pilates.

E. Confirmation:

These sessions are not a substitute for medical counselling or treatment. If you have any doubts about suitability of the exercises, you should refer back to your medical practitioner.

Please advise the teacher before commencing a session if for any reason your ability to exercise has changed.

Pain is the body's warning system and should not be ignored. Please inform your teacher immediately if you feel any discomfort during a session. Please also inform your teacher if you felt any discomfort following a previous session.

If you have any emergency medication (e.g. asthma inhaler, angina spray, EpiPen etc.) please ensure that you bring them to all lessons/classes.

The teacher cannot accept liability for personal injury related to participation in a session if:

- Your doctor or specialist has, on health grounds, advised you against such exercise.
- You fail to observe instructions on safety or technique.
- You fail to mention an existing medical condition(s) or changes to your health in subsequent sessions.
- Such injury is caused by negligence of another participant in the class / studio.

I have confirmed with my Emergency Contact that they are happy to share their personal details including their contact number

I confirm that I have read and understood the above statements & that the information given is correct to the best of my knowledge. By signing below, I explicitly consent to us processing the personal data I have included in this form in accordance with our Privacy Policy that is set out below.

Signed:

Date:



F. Privacy Policy

1. How We Use your Personal Data

We are committed to protecting your personal data.

We collect data about you through a variety of different methods including:

Direct interactions: You may provide data by filling in forms or by communicating with us by post, phone, email or otherwise, including when you:

- Complete a Client Enrolment Form (or specialist forms for Pregnancy, Osteoporosis etc.);
- Complete an Authority & Confirmation Form to allow us to communicate with your therapist;
- Email;
- Text Message;
- Phone / Skype / Facetime;
- Give us information during a session that is added to ongoing note taking during and post-session;
- Give us feedback.

Third parties: We may receive personal data about you from various third parties (with your prior approval), as set out below:

- Health-related information from your Physiotherapist / Osteopath / Chiropractor

We will use your sensitive personal data (that is the data you completed in **Sections C & D** for the purposes of providing our services to you or if we need to comply with a legal obligation).

We will use your non-sensitive personal data to (i) register you as a new client, (ii) record Emergency Contact Details (iii) manage payment, (iv) to manage our relationship with you, (v) send you details of new services we may offer in the future

Our legal grounds for processing your data are in relation to points (i) (iii) (iv) above are for performance of a contract with you and in relation to (ii) above for our legitimate interests to provide you with a complete service and (v) above, necessary for our legitimate interests to develop our products/services and grow our business.

We will not share your details with third parties for marketing purposes except with your express consent.

2. Disclosure of your Personal Data

We may have to share your personal data with (i) to other professionals for the purposes of discussing your treatment (with your prior approval) (ii) professional advisors including accountants and insurers (iii) HMRC and other regulatory authorities

We require all of these third parties to whom we transfer your data to respect the security of your personal data and to treat it in accordance with the law. They are only allowed to process your personal data on our instructions.

3. International Transfers

Some of our third party providers are businesses outside of the UK in countries which do not always offer the same levels of protection for your personal data. We do our best to ensure a similar degree of security by ensuring that contracts, code of conduct or certification are in place which give your personal data the same protection it has within the UK. If we are not able to do so, we will request your explicit consent to the transfer and you can withdraw this consent at any time.

4. Data Security

Protecting your data is important to us and we have put in place security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those third parties who have a business need to know such data. They will only process your personal data on our instructions and

they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breaches and will notify you and any applicable regulator of a breach.

In certain circumstances you can ask us to delete your data. See the section entitled 'Your Rights' below for more information.

5. Data Retention

We will only keep your personal data for as long as is necessary to fulfil the purposes for which we collected it.

We may retain your data to satisfy any legal, insurance, accounting, or reporting requirements. It is an obligation to our Insurers that we retain all personal data including Contact, Identity and Sensitive Data for a minimum of seven years from the date of the last session provided by us.

We may anonymise your personal data (so that you can no longer be identified from such data) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

You have the right to ask us to delete the personal data we hold about you in certain circumstances. See section 6 below.

6. Your Rights

You are able to exercise certain rights in relation to your personal data that we process. These are set out in more detail at

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

In relation to a Subject Access Right request, you may request that we inform you of the data we hold about you and how we process it. We will not charge a fee for responding to this request unless your request is clearly unfounded, repetitive or excessive in which case we may charge a reasonable fee or decline to respond.

We will, in most cases, reply within one month of the date of the request unless your request is complex or you have made a large number of requests in which case we will notify you of any delay and will in any event reply within 3 months.

If you wish to make a Subject Access Request, please send the request to **rob@gatewaytobalance.co.uk** marked for the attention of the Data Compliance Officer.

7. Keeping your Data Up To Date

We have a duty to keep your personal data up to date and accurate so from time to time we will contact you to ask you to confirm that your personal data is still accurate and up to date.

If there are any changes to your personal data please let us know as soon as possible by writing to or emailing the addresses set out in section 6 above.

8. Complaints

We are committed to protecting your personal data but if for some reason 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 should be grateful if you would contact us first if you do have a complaint so that we can try to resolve it for you.

We may change this Privacy Notice from time to time and shall notify you of any changes.

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