



MBS Therapies Privacy Notice

MBS Therapies respect your privacy and are committed to the protection of all personal and sensitive data for which it holds and ensures that the handling of such data is done so in line with the General Data Protection Regulations (GDPR)

Changes to legislation shall be monitored and implemented in order to remain compliant with all requirements.

Alison Sheff, Proprietor of MBS Therapies takes full responsible for data protection processes, this policy explains:

- **What personal information we collect**
- **How your personal information may be used**
- **Who we may share information with and why**
- **How your information is kept secure**
- **Data retention & disposal**
- **Your rights**
- **How to contact us**

What personal information we may collect

Personal information will include your name, DOB, address, contact telephone number and email address, this information will be taken at initial enquiry and confirmed at Consultation appointment prior to first treatment. Health, medical history, and lifestyle information will also be taken to ensure treatment is safe and appropriately tailored to your individual needs. You will be asked how you prefer to be contacted and to gain permission for photographs (if appropriate to treatment) in order monitor treatment results. Photographs will always remain anonymous and no personal details will be stored on/with them.

Website Cookies

MBS Therapies website collects information from your computer using “cookies”. These are small text files that are placed on your computer by websites that you visit, a note should show on your screen about these the first time you visit our website. Cookies are widely used to make websites work correctly and efficiently. Further information can be found at www.aboutcookies.org
You can choose not to accept cookies when visiting our website, but please be aware that some features of the website may not function correctly as a result.

How your personal information may be used

MBS Therapies may notify customers or key information or special offers, this will only be done where customers have given consent at initial consultation to receive such information.

Setmore is used by MBS Therapies as its online booking and reminder system. Each client's profile is created using name, email and phone number only. Should you not wish to have any personal data to be added to this system, your booking will be added as a holding appointment using initials only. Setmore's Privacy Policy is available [here](#).

Where payment is made by credit or debit card, MBS Therapies use the 'PayPal Here' business application to process such payments. This will register card holder and email address to send you a receipt of payment. iZettle's Privacy Policy can be read [here](#)

Who we may share information with and why

MBS Therapies will only share personal information held about you:

- Where you have consented to the use or disclosure (An information sharing consent form will be completed)
- Where I believe that the use or disclosure is necessary to prevent a serious, immediate threat to someone's health, safety or welfare
- Where such use or disclosure is required under or authorised by law (for example, to comply with a warrant or other order of a court or legal process)
- In relation to the government's requirements for the track and trace service for COVID-19
- Where I reasonably believe that the use or disclosure is reasonably necessary for prevention, investigation, prosecution and punishment of crimes or wrongdoings or the preparation for, conduct of, proceedings before any court or tribunal or the implementation of the orders of a court or tribunal by or on behalf of an enforcement body.

How Your Information Is Kept Secure

All client notes are kept within a locked filing cabinet and only removed for use and updated when the client attends for treatment.

Where information is kept electronically such as photos, they will not be saved with any personal information and will only be saved as a file/client number on a password protected computer.

Data retention and disposal

All written records of 'inactive' clients will be disposed of 7 years after the date of their last treatment or 7 years from a client's 18th birthday in the case of a minor as required for insurance purposes.

Paper-based records are disposed of via a cross shredder. Online records (Setmore booking system) which will contain name, email and phone number only will be deleted after 7 years.

You can request for your records to be disposed of at any time in writing to the details shown below. Data held will be reviewed and individuals' preferences updated and amended as required annually.

Your rights

MBS Therapies will be transparent about the intended processing of data and communicate these intentions directly with the client prior to sharing an individual's data, all clients will have access to MBS Therapies Privacy Policy.

All individuals whose data is held has a legal right to request access to such data or information about what is held. Requests should be made in writing to the details supplied below.

How to contact us

If you have any questions about our privacy processes, wish to withdraw consent or amend preferences or correct the information held about you, please contact us using the following details:

alison@mbstherapies.co.uk
07981026385

Next Review date 01/02/2023