

Therapy 4 Body and Mind TM – Privacy Policy

This policy is to explain what procedures will be followed by Nicola Galbraith-Conlan, trading as Therapy 4 Body and Mind TM in regard to data collection and storage as per the General Data Protection Regulations (referred to below as GDPR).

Information collected

I will collect information when you enquire or book for a treatment. This could be but is not limited to: your name, address, email address, telephone number, social media information, lifestyle and relevant medical history and payment information. This information could be shared electronically, on paper, over the phone or face to face.

How the information will be used

I will use your personal information to fulfil the contract I have with you, be this providing a treatment or coaching.

Lawfully I can share information outside of my business, if there is a legitimate reason for doing so (as long as it remains within your rights), and when you consent to doing so.

I will share your data in relation to:

- Personal contact information with Fresha, where you are using the Fresha app to book a service.
- Medical or other professionals where a referral has been agreed and consent given by yourself.
- Mailing companies.
- Accountants – who will have access to my payment information.
- Legally required to do so.

Consultation and treatment plans will only be discussed with the client, unless under the age of 18 or with a guardian or care worker.

Information will be provided directly by you, a parent or guardian where you are under 18 or require one. You or they will then update and sign regarding any changes, upon each treatment to show consent for the information being shared. I will not share, distribute, or sell any of information that you provide to me without your consent.

Occasionally I might want to send you information on services or information that might be of interest. You can opt out of receiving marketing at any time, if you no longer wish to be contacted for marketing purposes, please let me know via email: therapy4bodyandmind@gmail.com

Storage of your information

It will be initially stored in paper format within a secure location, and then electronically and encrypted. I will do my best to protect the information and prevent unauthorised access, where information is stored on a cloud-based server, I am reliant on their security measures and policies.

Where information is shared or sent over the internet, or via social media it is not possible to ensure security or complete deletion, so please be mindful of what you share.

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I will never ask for your bank details via email or any social media platform. All payment transactions that are done via bank transfer is encrypted using the banking system. The payment transactions for accountancy purposes will have your client ID and amount.

Retention of your information

All information collected is for the legitimate purpose of understanding you, the presenting condition and future or on-going treatment and support.

Should there be no contact within a year from the last appointment, I will delete or destroy all personal information and correspondence except:

- Name, relevant medical/ client history – this is kept for 4 years
- Financial transactions – this is kept for 6 years

Access and correction of your information

Under GDPR you have the right to request a copy of the information I have about you. Should you want a copy of the information I have, please contact me via email:

therapy4bodyandmind@gmail.com

I will ask at every appointment about your information and if it needs to be updated. When it comes to the massage treatments, should something have changed I will request that you, your parent, or guardian sign to confirm the details and to show consent.

Also, as part of GDPR you have the right for the information to be forgotten or deleted, or for a specific element of the information to stop being used. I will do this if it is no longer required as part of our working relationship if you are no longer a client and it is within the law. Please see the storage requirements for certain data mentioned in the storage section.

Social Media and websites

The social media platforms I am on or may share links to, all have cookies and web analytics. I do not own, control, or monitor these. Please note that these are part of using their services and for that reason I do not collect the data. You will need to review the individual platforms privacy policy or notice to know how they use your data.

Changes to the policy

This policy will be amended should the law change, or as part of regular reviews. If there are then changes required, they will be incorporated into the document and the version number and date changed at the bottom of the document.

Contact information

You can contact me through the following communication options:

Email – therapy4bodyandmind@gmail.com

Website - Therapy 4 Body and Mind: <https://therapy4bodyandmind.co.uk/>

The Facebook page or WhatsApp.