



Pampering Peony

Privacy Policy & Consent notice

YOUR PERSONAL INFORMATION – GDPR & DUAA 2025

This document tells you what personal information I hold and why, and what your rights are. Once you have read it, please complete and sign the declaration at the bottom.

Our contact details

Therapist's Name:	Mrs A. Lee
Address:	Meadfield, The Street, Meopham, Kent. DA13 0AJ
Phone Number:	07493 768634
E-mail:	info@pamperingpeony.co.uk
Website:	www.pamperingpeony.co.uk
Data Controller Contact Details:	As above

Lawful Basis for holding and using Client Information

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing this information are:

Your consent. You can remove your consent at any time. You can do this by contacting Mrs A Lee

(a) We have a contractual obligation

(b) We have a legal obligation:

- 1.1. 'Claims occurring' insurance: (records to be kept for 7 years after last treatment)
- 1.2. Law regarding children's records (records to be kept until the child is 25 or if 17 when treated, then 26)

(c) We have a vital interest

(d) We need it to perform a public task

(e) We have a legitimate interest in my requirement to retain the information to provide you with the best possible treatment options and advice.

As I hold special category data (i.e. health related information), the additional condition under which I hold and use this information is: for me to fulfil my role as a health care practitioner bound under the AoR Confidentiality as defined in the AoR Code of Practice and Ethics.

What Information I hold and what I do with it.

In order to give professional reflexology treatments, I will need to ask for and keep information about your health. I

will use this for informing reflexology treatments and recording any advice I give as a result of your treatment. Your

details may be used to receive Pampering Peony information and offers.

Please tick here if you are happy to receive Pampering Peony mailings ☐.

The information to be held is:

- Your contact details
- Medical history and other health-related information
- Treatment details and related notes

I will NOT share your information with a third party (other than as required for legal process) without explaining why

it is necessary and getting your explicit consent. Your data will not be transferred outside the EU without your

consent.

I will keep your information for the 7 years in line with the lawful basis listed above. Old

records are destroyed using burning/shredding methods as recommended by the Association of Reflexologists.

Protecting your Personal Data - How we store your personal information

I am committed to ensuring that your personal data is secure. To prevent unauthorised access or disclosure, I have put in place appropriate technical, physical and managerial procedures to safeguard and secure the information we collect from you. I will contact you using the contact preferences you have given me.

We keep your personal information and medical information for 7 years after the last treatment. We will then dispose your information by shredding the information we have on file.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@pamperingpeony.co.uk, phone number 07493 768634 or write to us at Meadfield, The Street, Meopham, KENT. DA13 0AJ, if you wish to make a request.

THERAPIST'S RIGHTS

If you don't agree to your therapist keeping records of information about you and your treatments, or if you don't allow them to use the information in the way they need to for treatments, the therapist may not be able to treat you

Your therapist must keep your records of treatment for a certain period as described above, which may mean that even if you ask them to erase any details about you, they might have to keep these details until after that period has passed

Your therapist can move their records between their computers and IT systems without your permission if your details are protected from being seen by others.

How to complain

If you have any concerns about our use of your personal information, please refer to our GDPR Complaints Procedure. You may request in writing for a copy of our complaints procedure.

DECLARATION

I have seen this document and understand that you will hold and use my personal information, using it in order to

provide me with the best possible treatment options and advice in line with the statements above. I have received a

copy of this document.

Name:

Name of parent/guardian if under 16 years:

Date:

Signature:

Note: for children under 16 a parental or guardian signature is required.

