

Hannah Mary Therapies

Privacy Policy

Hannah Mary Therapies Details

Name of practitioner	Hannah Woodward
Tel. No.	07980 283380
Address	64 Church Road, Winscombe, BS25 1BJ
Website	https://hannahmarytherapies.com/
Facebook:	https://www.facebook.com/hannahmarytherapies

The type of personal information we collect

To give professional reflexology and holistic treatments, I will need to ask for and keep information about your health. I will only use this for informing reflexology and holistic treatments and any advice I give because of your treatment. The information to be held is:

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

How and why we use your information

Most of the personal information we process is provided to us directly by you for informing the treatments and any advice I give because of your treatment.

We use the information that you have given us to provide you with the best possible treatment options, support and advice.

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:

- (a) Your consent. You can remove your consent at any time. You can do this by contacting [Hannah Woodward](#) (*contact details above*)**
- (b) We have a contractual obligation**
- (c) 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)
- 1.3. CNHC requirements to retain information for 8 years

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.

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 retain your information for as long as necessary to fulfil the purposes described in this notice, or as required by law and will dispose/destroy your information by electronic deletion and/or physical paper shredding. Specific retention periods include:

- 'Claims occurring' insurance: (records to be kept for 7 years after last treatment)
- Law regarding children's records (records to be kept until the child is 25 or if 17 when treated, then 26)
- CNHC requirements to retain information for 8 years

Your data protection rights

Under data protection law, you have rights including:

Right	What it means
Right to be informed	To know how your information is held and used (this notice).
Right of access	To request a copy of the personal data we hold about you.
Right to rectification	To ask us to correct inaccurate or incomplete information.
Right to erasure	To request deletion of your data where no lawful basis for retention exists (the 'right to be forgotten').
Right to restrict processing	To request limits on how we use your personal information.
Right to data portability	In certain circumstances, to receive your data in a portable electronic format.

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 hannahmarytherapies@outlook.com, or telephone 07980 283380 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 here: <https://hannahmarytherapies.com/privacy-notice>