

Rosewater Heart Reflexology: Privacy Policy

YOUR PERSONAL INFORMATION - GENERAL DATA PROTECTION REGULATION (GDPR)

This policy is sent to you on booking via email and will also be presented to you for review at your first appointment.

Our contact details

Name: Chloe Dare
Address: 75 The Toose, Yeovil. BA21 3SN.
Phone Number: 07973 835396
E-mail: info@rosewaterheart.co.uk
Data controller contact details: Chloe Dare

The type of personal information we collect

In order to give professional reflexology treatments, I will need to ask for and keep information about your health. I will only use this for informing reflexology treatments and any advice I give as a result 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 I get the personal information and why I hold it

Most of the personal information I process is provided to me directly by you for one of the following reasons:

- For informing reflexology treatments;
- Any advice I give as a result of your treatment.
- To give client's further general information relevant to reflexology and wellbeing such as newsletters or blogs (client can opt in/opt out. See marketing preferences)
- To give client's details of any future services, offers (client can opt in/opt out. See marketing preferences).

I use the information that you have given me in order to:

- Provide you with the best possible treatment options, support and advice.
- Further inform you on other areas of wellbeing (if consent is given).
- Advise you on new services and offers (if consent is given).

I will not share your information with anyone else, (other than as required for legal process).

If a situation does occur where I do need to share your information for any other reason, then I will explain why it is necessary and will get your explicit consent before sharing that information.

Lawful Basis for holding and using Client Information

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

(a) *Your consent*. You are able to remove your consent at any time. You can do this by contacting me, Chloe Dare, by telephone on 07973 835396 or by email on rosewaterheartreflexology@gmail.com.

(b) *I have a contractual obligation*;

(c) *I 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)

(d) *I have a vital and a legitimate interest* e.g. my requirement to retain your information in order to provide you with the best possible treatment options and advice.

e) 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*.

How I store your personal information

Protecting your Personal Data

I am committed to ensuring that your personal data is secure. In order 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 below.

I keep adult records for 7 years after last treatment or with children's records until the child is 25 or if 17 when treated, then 26. We will then dispose of your information safely and securely.

Your data protection rights

Under data protection law, you have rights including:

- Your right of access - You have the right to ask me for copies of your personal information.
- Your right to rectification - You have the right to ask me to rectify personal information you think is inaccurate.
- You also have the right to ask me to complete information you think is incomplete.
- Your right to erasure - You have the right to ask me to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask me 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 I transfer the personal information you give me 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, I have one month to respond to you.

Please contact me, Chloe Dare, on:

By telephone on 07973 835396, by email on rosewaterheartreflexology@gmail.com or by writing to 75 The Toose, Yeovil, BA21 3SN if you wish to make a request.

THERAPIST'S RIGHTS

Please note:

- If you don't agree to me, your therapist, keeping records of information about you and your treatments, or if you don't allow me to use the information in the way I need to for treatments, I may not be able to treat you.
- I, as your therapist, have to keep your records of treatment for a certain period as described above, which may mean that even if you ask me to erase any details about you, I might have to keep these details until after that period has passed.
- I, as your therapist, can move my records between my computers and IT systems, as long as your details are protected from being seen by others, without your permission.

Marketing Preferences

I am happy to be contacted by my therapist for the purposes of marketing such as (please tick as appropriate. If left unticked, no consent given). Please note marketing is only sent via email:-

☐

Newsletters, blogs, articles

☐

Offers, discounts or new services.

Communication Preferences

I am happy to be contacted via (please tick as many as appropriate). Please note marketing is only sent via email so please ensure this is ticked if you have agreed to the above:

☐☐☐☐

Email

Text

Whatsapp

Telephone

DECLARATION

I have seen this document and understand that you will hold and use my personal information as outlined above, 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 at my first appointment with my therapist.

Name:.....

Signature:

Date:.....

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

How to complain

If you have any concerns about my use of your personal information, you can make a complaint to me, Chloe Dare, by telephone on 07973 835396, or by email info@rosewaterheart.co.uk or by writing to 75 The Toose, Yeovil, BA21 3SN.

You can also complain to the ICO if you are unhappy with how we have used your data. Their contact information is overleaf:-

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane,
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>