



PRIVACY POLICY

YOUR PERSONAL INFORMATION - GENERAL DATA PROTECTION REGULATION (GDPR)

Your privacy is extremely important and as such I will adhere to the GDPR laws and regulations. GDPR is Europe's framework for data protection laws and commenced on the 25th May 2018.

This policy explains how I collect, utilise and protect the personal information you provide me with when accessing my website, social media platforms as well as booking and attending a treatment with me.

It also informs you of the rights you have with regards to the information which is collected. Please review the information below and ensure that you check back for any updates to the policy. The date of the latest update can be found at the bottom of each page. By continuing to access the website it will be considered that you have read and accepted any updates to the Privacy Policy.

Contact details

If you have any queries regarding the policy please contact me using the address below:

Therapist Name/Data Controller: Stacey Barrett - Equinox Holistic Therapy

Postal Address: 2 Meadow Brook Green, Normanton, WF6 1TH

Phone Number: 07774 675874

The type of personal information I 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

I will NOT share your information with anyone else (other than within my own practice, or as required for legal process) without explaining why it is necessary and getting your explicit consent.

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 and any advice I give as a result of your treatment.

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

- Your consent. You are able to remove your consent at any time. You can do this by contacting me using the details listed above.
- I am obliged to keep your information for 7 years after your last treatment in order to comply with Claims Occurring Insurance. For minors, the law regarding children's records obliges me to keep their information until the child is 25, or if 17 when treated, then 26.
- I have a legitimate interest i.e. my requirement to retain the information in order 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.

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 in relation to:

- Appointment times
- Reflexology information or information related to your health
- Special offers and promotions (*you may unsubscribe from this at any time*)

I will keep your information securely for 7 years.

After this time I will securely delete and dispose of your data.

Your data protection rights

GDPR gives you the following rights:

- The right to be informed: *To know how your information will be held and used (this notice).*
- The right of access: *To see your therapist's records of your personal information, so you know what is held about you and can verify it.*
- The right to rectification: *To tell your therapist to make changes to your personal information if it is incorrect or incomplete.*
- The right to erasure (also called "the right to be forgotten"): *For you to request your therapist to erase any information they hold about you*
- The right to restrict processing of personal data: *You have the right to request limits on how your therapist uses your personal information.*
- The right to data portability: *under certain circumstances you can request a copy of personal information held electronically so you can reuse it in other systems.*
- The right to object: *To be able to tell your therapist you don't want them to use certain parts of your information, or only to use it for certain purposes.*
- Rights in relation to automated decision-making and profiling.
- The right to lodge a complaint with the Information Commissioner's Office: *To be able to complain to the ICO if you feel your details are not correct, if they are not being used in a way that you have given permission for, or if they are being stored when they don't have to be.*

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 using the contact details listed at the beginning of this document if you wish to make a request.

Full details of your rights can be found at

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>.

If you are dissatisfied with the response you can complain to the [Information Commissioner's Office](#); their contact details are at: www.ico.org.uk

THERAPIST'S RIGHTS

Please note:

- 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 has to 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, as long as your details are protected from being seen by others without your permission.

CONSENT

By using this website and/or proceeding with treatment you consent that you have read and reviewed this Privacy Policy.