

# PRIVACY POLICY of Reflexology for Wellbeing

## YOUR PERSONAL INFORMATION

Your privacy is extremely important. This Privacy Policy is designed to explain how I collect, use, share and protect the personal information you provide me with when you access my website, engage with me on social media, book and attend a treatment with me; as well as your own rights to the information I collect.

My policy is to keep the personal information I receive from you completely confidential and used solely for internal purposes. I will not share your personal information with any other parties.

## GENERAL DATA PROTECTION REGULATION (GDPR)

GDPR is bringing in new legal protection for personal information from May 2018. This tells you what personal information I gather via my website, and why, and what your rights are.

### Contact Details:

Therapist: Beverly Taylor - Reflexology for Wellbeing  
Address: 6 Lansdown Drive Retford, Nottinghamshire DN22 7WY  
Telephone: 07528 041317  
Email: [bev@reflexologyforwellbeing.co.uk](mailto:bev@reflexologyforwellbeing.co.uk)

**Data Controller:** As above

### The Purpose of processing Client Data

In order to give professional complementary treatments, I will need to gather and retain potentially sensitive information about your health. I will only use this information in relation to the treatments and associated recommendations concerning aspects of health and wellbeing which I will offer to you.: I take basic contact details and information via my website to allow me to contact you and handle bookings.

### Lawful Basis for holding and using Client Information

As a full member of the AoR, I abide by their specific Codes of Practice and Ethics. The lawful basis under which I hold and use your information is my legitimate interests to retain the information to ensure I can provide you with the best possible treatment options and advice and also for legal reasons with regards to public liability insurance and professional body requirements.

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 treatments, I will need to ask for and keep information about your health. I will only use this in relation to your 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 (taken from you at first consultation)
- Treatment details and related notes (which I will take after each consultation)

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

### **How Long I Retain Your Information for**

Personal information will be held only as long as required by law, by the professional bodies I hold membership with and for as required for insurance purposes, whichever is the longest. Your data will not be transferred outside the EU without your consent.

### **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 and physical procedures to safeguard and secure the information I collect from you.

I will contact you using the contact preferences you give me in relation to:

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

### **Your 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.*

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 wish to exercise any of these rights, please use the contact details given above. 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](http://www.ico.org.uk)

### **Therapists' 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.

### **COOKIES**

Cookies are used on this website to make the site easier to use and to track the traffic patterns of visitors. We are operating an 'implied consent' policy which means that we assume you are happy with this usage. If you are not happy with this, then you should adjust your web browser settings to disallow cookies.

### **LINKS TO OTHER WEBSITE'S**

The Reflexology for Wellbeing website has links to other websites of interest:

- The Association of Reflexologists
- Ziggie Bergman Zone Face Lift
- Templespa Skincare
- My Online Booking System

These websites all have their own Privacy Policies over which I have no control, responsibility of liability. I would therefore recommend you read the Privacy Policies of each website that you choose to click through to.

## **CONSENT**

By using this website, you consent to this Privacy Policy.

Last Policy update: 7<sup>th</sup> April 2022