

A little note about Privacy.....

BALANCE REFLEXOLOGY PRIVACY STATEMENT:

YOUR PERSONAL INFORMATION - GENERAL DATA PROTECTION REGULATION (GDPR)

The GDPR brings new legal protection for personal information from 25 May 2018. This 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.

Who I am and how to contact me:

Brenda Collins

07745 943215 / 0131 331 1762

www.balancereflexology.info

8 Inchcolm Terrace, South Queensferry EH30 9NA

Data Controller Contact Details: Brenda Collins

The Purpose of processing Client Data:

In order to give professional treatments, I will need to gather and retain potentially sensitive information about your health. I will only use this information for informing the treatments I offer, 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 member of the Association of Reflexologists (AoR) and a registered with the International Institute of Reflexology, I abide by Code of Practice and Ethics for these organisations. The lawful basis under which I hold and use your information is my legitimate interests 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 their 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 for informing the treatments I offer, 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 (which I will take from you at first consultation)

Treatment details and related notes (which I may take after subsequent treatments)

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:

I will keep your information for the following periods:

Claims occurring through insurance: for which I am required to keep my records for 7 years after the last treatment

Law regarding children's records: for which I am required to keep my records until the child is 25, or if 17 when treated then until they are 26.

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 I collect from you.

I will contact you using the contact preferences you give me in your first contact with me, and during our first consultation, in relation to:

Appointment times

Reflexology information or information related to your health

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 certain 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 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 on the ICO's website. <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

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.

A copy of this document will be sent to you should you contact me via email, and a hard copy will be provided at our first treatment in order to confirm that you have understood and accepted my privacy statement and your rights under the GDPR.

As part of the new regulations I need to ask you if you are happy to receive my emails.

I only have you on this email list by your personal request or through a consultation and subsequent treatments with me. I also, for some of you have mobile numbers if you have offered them to me or have texted me regarding appointments.

If you are happy remaining on my email list and my holding your contacts details then you don't need to do anything!

If however you would like to find out more, do take a look at my Privacy Notice by visiting my website at any time www.balancereflexology.info

If you are not interested in receiving any further correspondence via email from me then please unsubscribe by sending me an email with UNSUBSCRIBE in the subject box. I will immediately delete you from my email list.'