



## Privacy Policy

**Name:** Claire Bennett

**Address:** 131 Gretna Road, Green Lane, Coventry, CV3 6DS

**Phone Number:** 07852 145875

**E-mail:** [bennettc676@gmail.com](mailto:bennettc676@gmail.com)

### **The type of personal information I collect**

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 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 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 the following reason:

- For informing reflexology treatments and any advice I give because of your treatment.

I use the information that you have given me to:

- Provide you with the best possible treatment options, support and advice.
- 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. However, I may share information with other health/legal professionals if I feel I have a duty of care or a safeguarding concern and feel the need to protect you or those around you. In this situation, I will not necessarily seek your consent.

It may be helpful for your treatment for me to share information with other reflexologists (all of whom are bound by this Act) for the following reasons: to provide the best possible treatment plan for yourself. Any information shared would be anonymous and only for the purposes of training/improvement.

## 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:

- **Your consent. You can remove your consent at any time. You can do this by contacting** – bennettc676@gmail.com
- **I have a legal obligation:**
  - '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)
- **I have a legitimate interest (my requirement to retain the information 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 - How I 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.

I will keep consent forms and further treatment notes for the period of time stated above. I will then dispose of your information in line with the ICO recommendations.

## 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 gave 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 email [bennettc676@gmail.com](mailto:bennettc676@gmail.com) 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 my use of your personal information, please refer to my GDPR Complaints Procedure. A copy of which can be obtained via email – [bennettc676@gmail.com](mailto:bennettc676@gmail.com)