Willowherb Reflexology Privacy Policy

My contact details

Name: Kath Peters DipHE, AOR

Address: 5 Midtown, Dalry, Dumfries and Galloway, DG7 3UT

Phone Number: 07811 957578

E-mail: willowherb60@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 us directly by you for one of the following reasons:

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

I use the information that you have given us to:

- Provide you with the best possible treatment options, support and advice.
- To contact you about any offers, promotions or cancellations of appointments, etc.

I will not share you information with any third party.

Your consultation form will be scanned and stored electronically on a secure password protected computer.

You can request to view the data that I hold on you at any time. If you would like to view the data that I hold on you, the request must be given either by sending me an email or by sending a letter to me by recorded delivery. I will send your data to you within 28 days of receiving the request.

I may contact you to discuss the progress of your treatments and to schedule appointments.

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 me on 07811 957578 or email willowherb60@gmail.com

(a) I have a contractual obligation

(b) 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)
1.3. CNHC requirements to retain information for 8 years

(c) I have a legitimate interest in that I need to retain the information to provide you with the best possible treatment 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 keep the consultation form for 6 months I will then dispose your information by deleting it form my computer.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the 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 we transfer the personal information you gave us 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.

if you wish to make a request, please contact me at

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Phone Number: 07811 957578

E-mail: willowherb60@gmail.com

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 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, if your details are protected from being seen by others without your permission.

Declaration: I have read this privacy notice, and I understand and accept it.

Printed Name:

Signature:

Date:

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to me at if you wish to make a request.

Address: 5 Midtown, Dalry, Dumfries and Galloway, DG7 3UT

Phone Number: 07811 957578

E-mail: willowherb60@gmail.com

You can also complain to the ICO if you are unhappy with how we have used your data.

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