



## Privacy Policy

### Our contact details

Name: Helen Davies – Solely You Reflexology

Address: 6 Gowan Court, Shrewsbury, SY1 4YD

Phone Number: 07857719078

E-mail: [hello@syreflexology.co.uk](mailto:hello@syreflexology.co.uk)

Website: [www.syreflexology.co.uk](http://www.syreflexology.co.uk)

### The type of personal information we collect

In order to give professional reflexology treatments, I will need to gather and retain potentially sensitive information about your health. I will only use this information for informing reflexology treatments and associated recommendations concerning aspects of health and wellbeing which I will offer to you. This information is collected via the app Fresha or via an Initial Consultation Form via e-mail.

We currently collect and process the following information:

- Your name, date of birth, address, and contact details.
- Medical history and other health-related information
- Treatment Details and related notes

### How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you through Fresha, telephone, or email for following reasons:

- My legitimate interests i.e. my requirement to retain the information in order to provide you with the best possible treatment options and advice given following your treatment.

We use the information that you have given us in order to:

- Give you the best possible treatment options, support, and advice
- Notify you of offers and new treatments that may interest you.

We may share this information with other practitioners to whom we refer you. This will only be done with your knowledge and at your specific request.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting Helen Davies as above.
- (b) We have a contractual obligation.
- (c) We have a legal obligation:
  - Law regarding children's records (records to be kept until the child is 25 or if 17 when treated, then 26)??
  - AOR requirements to retain information??
  - 'Claims occurring' insurance (records to be kept for 7 years after last treatment)
- (d) We have a vital interest.
- (e) We need it to perform a public task.
- (f) We have a legitimate interest i.e. requirement to retain information in order to provide you with the best possible treatment experience, 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.

- (f) We have a legitimate interest.

## **How we store your personal information**

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 give 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 keep contact details, treatment details and other health related information for seven years from the date of your last treatment. I will then dispose your information by deleting your treatment records, contact details and contact via any social media platform.

## **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, we have one month to respond to you.

Please contact us at the address or email listed at the start of this document if you wish to make a request.

## 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.

## How to complain

If you have any concerns about our use of your personal information, you can make a complaint to me at the contact details above.

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>