

GENERAL DATA PROTECTION REGULATION (GDPR) AND YOUR PERSONAL INFORMATION

With effect from 25th May 2018 GDPR introduces new legal protection for personal data . This tells you what personal information I hold and why, and what your rights are.

I am registered with the Information Commissioner's Office (ICO) as following good practice and my Registration No. is ZA352482

The Purpose of processing Client Data

In order to give professional treatments, I will need to gather and retain personal information about your health and wellbeing. I will only use this information in order to provide you with the best possible treatment options, support and advice.

Lawful Basis for holding and using Client Information

As a full member of the Association of Reflexologists, I abide by the AoR Code of Practice and Ethics. The lawful basis under which I hold and use your information is my legitimate interest ie my requirement to retain information about you in order to provide you with the best possible treatment options and advice.

Additionally, in the event of any claims occurring, my insurance company requires that I retain client records for a period of 7 years after last treatment.

Furthermore the law requires that children's records are retained until the child is 25 years of age OR if 17 when treated, then 26 years of age.

As I hold special category data (i.e. health related information), the additional condition under which I hold and use this information is in order for me to fulfil my role as a health care practitioner bound by Association of Reflexologists Confidentiality as defined in the AoR Code of Practice and Ethics.

The Personal Data I hold about you 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 treatments and any advice I give as a result. The information to be held is:

- Your address and contact details
- Date of birth
- Medical history and other health-related information (which I will take from you at initial consultation)
- Treatment details and related notes (taken after each treatment)

I will NOT share your information with anyone else (other than required for legal process) without explaining why it is necessary, and getting your explicit consent. An example of this might be providing receipts for treatment given to third parties.

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 only contact you using the contact preferences you have given me.

Your Rights

GDPR gives you the following rights:

- The right to be informed:
To know how your information will be held and used
- The right of access:
To see my records of your personal information, so you know what is held about you and can verify it.
- The right to rectification:
To tell me to make changes to your personal information if it is incorrect or incomplete.
- The right to erasure (also called “the right to be forgotten”):
So that you may request that I erase any information I hold about you. BUT note that in this eventuality I may no longer be able to treat you (see Therapist’s Rights below)
- The right to restrict processing of personal data:.
You have the right to request limits on how I use your personal information
- The right to object:
To be able to tell me you don’t want me to use certain parts of your information, or only to use it for certain purposes.
- Rights in relation to automated decision-making and profiling (*but I do not have any systems that use automated decision-making or 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 contact me using the contact details given below.

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

Therapist's Rights

Please note:

- if you don't agree to me keeping records of information about you and your treatments, or if you don't allow me to use the information in order to inform treatments, I may not be able to treat you
- For insurance purposes I am required to keep your records of treatment for a certain period, as described above, which may mean that even if you ask me to erase any details about you, I will need to retain these details until after that period has passed

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Therapist's Name: JUDY LAMB (Complementary Therapist)

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