

## **Privacy Policy - Reflexology with Tracey**

### **My contact details**

Name: T Hemmings  
Address: 19 Jubilee Way, Crowland, PE6 0JS  
Phone Number: 07713 402710  
E-mail: reflexologybyt@gmail.com

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

In order 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 as a result 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:

I use the information that you have given to me in order to provide you with the best possible treatment options, support and advice given as part of your treatment.

### **Lawful Basis for holding and using Client Information**

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis under which I hold and use your information and what I rely on for processing this information are:

- Your consent. You are able to remove your consent at any time. You can do this by contacting me on the details above.
- I have a legal obligation:  
'Claims occurring' insurance (records to be kept for 7 years after the date of the 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 is 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 Policy as defined in the AoR Code of Practice and Ethics

### **How I store and protect 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 procedures to safeguard and secure the information I collect from you.

I will contact you using the contact preferences you have given me.

I keep medical history information, taken at the first consultation and treatment details and related notes taken after each subsequent treatment for 7 years from the date of the last treatment or for a child until they are 25 (or if 17 when treated, then age 26).

I will then dispose of your information by shredding the confidential data, ensuring no identifiable information remains on the shredded documents and then the shredded paper will be promptly recycled.

### **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 and 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 contact me at [reflexologybyt@gmail.com](mailto:reflexologybyt@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, as long as your details are protected from being seen by others without your permission.

### **How to complain**

If you have any concerns about my use of your personal information, you can make a complaint to me at [reflexologybyt@gmail.com](mailto:reflexologybyt@gmail.com)

You can also complain to the ICO if you are unhappy with how I 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>

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