



# Perfectly Balanced *Holistic Therapies*

*paula@perfectlybalanced.co.uk 07718 898719*

## Privacy Notice

General Data Protection Regulations (GDPR) is bringing in new legal protection for personal information from May 2018. This tells you what personal information I hold and why, what your rights are and how I comply with the GDPR regarding data protection. You will have received a copy of my Privacy Notice and two copies of the declaration. One signed copy of the declaration is to be returned to me as proof that you have read my Privacy Notice, the other is for your records.

### What information I hold and what I do with it:

In order to give professional Reflexology, Indian Head Massage, Hot Stone Reflexology and Reiki treatments, I will need to ask for information about your health. This information will only be used when tailoring treatments to your individual requirements and to give you any relevant and related advice.

- ❖ Your contact details, name, address, age (where appropriate) and telephone numbers
- ❖ Medical history, current medication, other health-related and wellbeing information (which I collect from you on your first consultation).

### How will I use the information about you?

- ❖ I use information collected about each treatment in either a body map or a foot map to inform you of your treatment. This is then discussed with you at the end of the treatment session. If you give information which I feel is relevant to your treatment this will be written on the back of your body or foot map.
- ❖ I will provide you with appropriate advice within the realms of the treatment, using my professional knowledge, experience and qualifications.

### Where do I keep your information?

I am committed to ensuring that your Personal Data is secure. In order to prevent unauthorized access or disclosure, I have put in place appropriate technical, physical and managerial procedures to safeguard and secure your information.

- ❖ You are given a unique reference code that is used on foot or body maps at the time of treatment to protect your identity.
- ❖ Your complete paper files, including consultation forms and personal data, will be securely locked at my home and not taken to your homes.
- ❖ All your data will be locked securely in a filing cabinet.
- ❖ Filing cabinet keys are securely placed within a wall mounted key safe, accessible by code.
- ❖ I do not hold any electronic information about you on computers.
- ❖ I have your first name and surname name initial in my contacts on my iPhone. This is protected by fingerprint access and passcode. The code is changed on a monthly basis.



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## Who has access to your Information?

- ❖ I have sole access to your data held in a lockable filing cabinet and on my iPhone.
- ❖ I do NOT share this 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.

## How long do I keep your Information?

- ❖ I am required to retain your information in order to provide you with the best possible treatment options and advice.
- ❖ I am required to hold your information for the following legal reasons
  - a) 'Claims occurring' insurance: for which I am legally required to keep your consultation forms, body maps and foot maps for 7 years after the last treatment.
  - b) Law regarding children's records: for which I am legally required to keep consultation forms, body maps and foot maps until the child is 25, or if 17 when treated then until they are 26.

When you do not require further treatment sessions, these guidelines state that your consultation forms, body maps and foot maps, are shredded upon completion of this timescale and your numbers will be deleted from my iPhone.

Financial documents will be kept for the time periods as advised by HMRC (Her Majesty's Revenue and Customs) for accounting and audit purposes.

## Access to your information and correction

- ❖ You, as a client, can ask to see your personal information, so you know what is held about you and can verify it. Access can be given with a verbal or written request. I will keep a record of any requests on client's individual files.
- ❖ You can inform me during treatment sessions of any information that needs changing or updating relating to your Personal Data, so that the information I hold remains accurate and current.
- ❖ I will update any changes that I am informed about and will ensure that all your forms are reviewed annually.
- ❖ You have a right to ask me to securely erase any information I hold about you but legally I have to keep your file for 7 years after your last treatment.

## Marketing

- ❖ I do not use any of your data for any marketing purposes.
- ❖ Your information is only used for the purpose of providing you with appropriate advice within the realms of your treatment, using my professional knowledge, experience and qualifications.

## Changes to my Privacy Notice

- ❖ I will regularly review my Privacy Notice and give you a copy of any amendments or updates that occur whilst you are receiving treatments. This Privacy Notice was last updated May 2018.



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## Website

My website contains links to other websites. This Privacy Policy only applies to Perfectly Balanced website; therefore, if you follow links to other websites you will need to read their own Privacy Notices.

## How to contact me

**Email:** [paula@perfectlybalanced.co.uk](mailto:paula@perfectlybalanced.co.uk)

**Mobile:** 07718 898719

## How to complain to the Information Commissioners Office (ICO)

If you wish to raise any concerns or issues about the way that your data has been handled then you can do this by contacting the ICO:

Email: [registration@ico.org.uk](mailto:registration@ico.org.uk)

Tel: 0303 123 1113 (local rate) or 01625 545 745 (National rate)

Website: <https://ico.org.uk/concerns/>

Writing: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

## Please Note

- ❖ I have to keep your records of treatment for a minimum of 7 years, which means that even if you ask me to erase any details about you, I will have to keep these details until this duration has elapsed.

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## DECLARATION

I have read this Privacy Notice and understand that you will hold and use my personal information, using it in order to provide me with the best possible treatment options and advice in line with the statements above in accordance with GDPR guidelines 2018.

I have received a copy of this document  (Please tick box)

Name:.....

Date:.....

Signature:.....