



YOUR PERSONAL INFORMATION - GENERAL DATA PROTECTION REGULATION (GDPR)

Therapist's Name/Identity: Samantha Holmes (AoR) owner of Rowan & Oak Reflexology
Therapist's Contact Details: sam@rowanandoakreflexology.co.uk
Telephone No: 07899900484
Address: 13 Merton Road, London, E17 9DE

The Purpose of processing Client Data

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.

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 interests i.e. my requirement to retain the information 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 as defined in the AoR Code of Practice and Ethics.

What information I hold and what I do with it

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 (gained from you at first consultation)
- Treatment details and related notes (made after each consultation)

I will NOT share your information with anyone else (other than as required for legal process) without explaining why it is necessary, and getting your explicit consent.

How Long I Retain Your Information for

I will keep your information for the following periods:

- 7 years for adult data to comply with my insurance company requirement (Alan Boswell Group)
- Or for any child treated within my practice to comply with the legal practice regarding children records - until the age of 25 if 17 when treated, then to 26 years of age.

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 contact you using the contact preferences you give me in relation to:



- Reflexology information or information related to your health
- Appointment times

Your Rights

GDPR gives you the following rights:

- The right to be informed:

To know how your information will be held and used (this notice).

- The right of access:

To see your therapist's records of your personal information, so you know what is held about you and can verify it.

- The right to rectification:

To tell your therapist to make changes to your personal information if it is incorrect or incomplete.

- The right to erasure (also called "the right to be forgotten"):

For you to request your therapist to erase any information they hold about you

- The right to restrict processing of personal data:

You have the right to request limits on how your therapist uses your personal information

- The right to data portability: under certain circumstances you can request a copy of personal information held electronically so you can reuse it in other systems.

- The right to object:

To be able to tell your therapist you don't want them to use certain parts of your information, or only to use it for certain purposes.

- Rights in relation to automated decision-making and profiling.

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 use the contact details given above.

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 with me keeping records of information about you and your treatments, or if you don't allow me to use the information in the way I need to for treatments, I may not be able to treat you.
- I have 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 might have to keep these details until after that period has passed
- I can move your records between my computers and IT systems, as long as your details are protected from being seen by others without your permission.