



Privacy Policy for Emma Bateman Reflexology

Contact details

Emma Bateman Reflexology
Address: 30 Station Road, Poppleton, York YO26 6PY
Phone Number: 07722 520544
email: emmabreflexology@gmail.com

The type of personal information I collect

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:

- 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 one of the following reasons:

- for informing reflexology treatments and any advice I give as a result of your treatment

I use the information that you have given me in order to:

- provide you with the best possible treatment options, support, and advice.

Lawful Basis for holding and using Client Information

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

- **Your consent.** You can remove your consent at any time. You can do this by contacting emmabreflexology@gmail.com
- I have a **legal obligation** to keep records for 7 years after last treatment for insurance purposes. *In the case of children, the law records to be kept until the child is 25 or if 17 when treated, then 26. CNHC requires me to retain information for 8 years.
- I have a **legitimate interest**: my requirement to retain the information 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.

How I store your personal information

Protecting your Personal Data

I am committed to ensuring that your personal data is secure. 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 have given me. I keep your personal information for 7 years (or longer as stated above*). I will then securely delete this information.

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, I have one month to respond to you. Please contact me at emmabreflexology@gmail.com if you wish to make a request.

THERAPIST'S RIGHTS

- 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 the way I need to for treatments, I may not be able to treat you
- I must 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 records between my 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 emmabreflexology@gmail.com.

You can also complain to the ICO if you are unhappy with how I have used your data. I am registered with the ICO (Information Commissioner's Office) and you can find my registration on this link: <https://www.ico.org.uk/register>. The ICO's address: Information Commissioner's Office, Wycliffe House Water Lane, Wilmslow, Cheshire SK9 5AF Helpline number: 0303 123 1113 ICO

Consent

By using my website you consent to this Privacy Policy.