

# Privacy Policy GDPR

Last updated: May 22, 2018

## **General Data Protection Regulations (GDPR) is bringing in new legal protection for personal information from 25th May 2018.**

Therefore, this document is designed to inform you of the personal information/client data Reflexology Faversham, (located at; 75 Cyprus Road, Faversham, Kent, ME13 8HD) collects and holds.

Furthermore, this document will provide you with a clear, concise and transparent explanation as to why such personal information/client data is required/collected, as well as serve the purpose of informing you of your rights and of ours too.

Once you have read and understood this document in its entirety please complete and sign the declaration/statement of consent at the foot of the forthcoming pages.

## **Q. Why does Reflexology Faversham need to collect my personal information/client data?**

**A.** In order to uphold and adhere to the practices, obligations, standards and methods expected of our specific industry.

By consenting to disclose your personal information/client data, Reflexology Faversham is further equipped to ensure your safety when using its facilities and/or throughout the administering of your requested treatments.

## **Q. What is the lawful basis for which Reflexology Faversham can collect, hold & use my personal information/client data?**

**A.** The lawful basis under which Reflexology Faversham can collect, hold and use your personal information/client data is with:-

### **Your active/given consent.**

**Please note:-** You do not have to share your personal information/client data with Reflexology Faversham, but if you do not, we cannot offer you clinical reflexology or any other service we may offer.

## Q. What personal information/client data will Reflexology Faversham collect & hold?

A.

- Your Name.
- Your Contact Details – telephone number, address and E-mail address.
- Your Age.
- Medical history and other health-related information (which Reflexology Faversham will require from you at first consultation).
- Details of your booking/s along with any notes deriving from treatments administered.

**Please note:** - Reflexology Faversham will record all of the aforementioned post each consultation/booking/treatment/visit etc.

## Q. How will my personal information/client data be used?

A. Your personal information/client data will be used to confirm, reschedule, rebook, rearrange, amend, adapt (where necessary) your requested bookings/treatments etc.

Furthermore, your personal information/client data will be used to ensure that it is safe for Reflexology Faversham to permit access/use of its facilities and provide you with the treatment/s you may request.

In the event that a claim should arise, Reflexology Faversham is required to hold your personal information/client data for 7 years post your last visit/treatment.

However, if you are a child/minor, the law regarding children's data is that records must be kept until you are 25 years of age.

In addition, full consent will be required from your parent or legal guardian first.

Furthermore, if you are 17 years of age at the time you visit/are treated, then your records must be held until you reach the age of 26 years.

Reflexology Faversham will NOT share any of your personal information/client data with any third parties, nor disclose any of your health-related details (gathered during your consultation/treatment/visit etc) with anyone else other than those working within Reflexology Faversham, or as required for a legal process/claim/insurance purpose without first explaining why it is necessary or without obtaining your consent.

**Please Note:** - Your data will not be transferred outside the EU without your consent.

## Q. Will my personal information/client data be used for marketing purposes?

**A.** From time to time Reflexology Faversham may like to send you some information relating to the special offers/products/services/promotions etc we offer using the information you have shared with us.

**Please note:-** You are under no obligation to consent to this, for your booking can still go ahead should you choose not to consent to your details being used in our marketing methods.

You may, of course, withdraw this consent at any time by E-mailing; **info@reflexologyfaversham.co.uk** or telephoning; **07716 389555**.

If you would like to be contacted for marketing purposes, please tick the relevant method boxes below to give your consent.

**Post** [ ]

**E-mail** [ ]

**Telephone** [ ]

## Q. Will my personal information be safe?

**A.** Reflexology Faversham is committed to ensuring that your personal data is secure. In order to prevent unauthorised access or disclosure, Reflexology Faversham has implemented the appropriate physical and managerial procedures to safeguard and secure the information we collect from you.

To reiterate once more, Reflexology Faversham will only ever contact you using the contact preferences you have provided us above in relation to:-

### **Your appointment/s;**

Information relating to your health for the purpose of permitting access to the administering your requested treatments.

Special offers/products/services and promotions (you may unsubscribe from this at any time).

## Q. What Are My Rights?

**A.** GDPR gives you the following rights:-

### **The right to be informed;**

To know why your information is being held and used (provided by this notice).

**The right of access;**

This enables you to be able to view the personal information held on record by Reflexology Faversham, for both identification and verification purposes.

**The right to rectification;**

This enables you to be able to instruct Reflexology Faversham to make amendments to your personal information should it present either incorrectly or incompletely.

**The right to erasure (Also known as ‘the right to be forgotten’);**

This enables you to be able to request that Reflexology Faversham delete/erase any information held on record about you. However, please be fully aware that this will waiver your right to ever raise an insurance claim.

**The right to restrict processing of personal data;**

You have the right to request limits on how Reflexology Faversham 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 inform Reflexology Faversham that you do not want us to use certain parts of your information, or to instruct that it is only to be used for certain purposes.

**The right to lodge a complaint with the Information Commissioner’s Office (ICO);**

This enables you to be able to complain to the ICO if you feel your details are not correct, or if they are not being used in a way that you have given permission/consent for, or if they are being stored when they don’t need/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/>

**Reflexology Faversham’s rights;****Please note:-**

If you do not agree to Reflexology Faversham keeping records of information about you and your treatments/consultations/visit etc, or if you do not allow Reflexology Faversham to use the information in the way it needs to deliver

professional and safe treatments, Reflexology Faversham may not be able to treat you.

Reflexology Faversham must keep record/s of treatment/s for the specified time period outlined above, which may mean that even if you ask Reflexology Faversham to erase any details about you, Reflexology Faversham may have to keep these details until after that specific time period has passed/lapsed.

Reflexology Faversham is permitted to move its records between its computers and IT systems, as long as your details are protected from being seen by others without your permission.

## Consent;

**I consent** to Reflexology Faversham holding and using my information as outlined above and understand that I may withdraw that consent at any time by E-mail: **info@reflexologyfaversham.co.uk** or telephoning; **07716 389555**.

**I consent** to share my personal information/client data with Reflexology Faversham for the purpose(s) and benefit(s) described above.

**I confirm** that I have also received a copy of this document.

**Name:** .....

**Date:** .....

**Signature:** .....

**Please note:-** For children under 18 years of age, a parental or guardian signature is required.