

## LAKES REFLEXOLOGY PRIVACY NOTICE

(you will be asked to confirm that you have read and understood this Privacy Notice)

### My contact details

**Name:** Lakes Reflexology / Massage @Work / Katrina Stevens  
**Address:** Croftlands, Stainton, Penrith CA11 0ES  
**Tel:** 07948 961545  
**Email:** [katrinastevens44@outlook.com](mailto:katrinastevens44@outlook.com)  
**Website:** [www.lakesreflexology.co.uk](http://www.lakesreflexology.co.uk)

### The type of personal information I collect

To give professional reflexology and massage treatments, I will need to ask for and keep information about your health. I will only use this for informing reflexology or massage treatments and any advice I give because 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 informing reflexology or massage treatments and any advice I give because of your treatment.

I use the information that you have given me to provide you with the best possible treatment options, support and advice. 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.

### 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:

- 1. I have a legal obligation:**
  - a) 'Claims occurring' insurance: (records to be kept for 7 years after last treatment)
  - b) Law regarding children's records (records to be kept until the child is 25 or if 17 when treated, then 26)
- 2. I have a legitimate interest [i.e. 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.

### **Protecting your Personal Data - how I store your personal information**

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 paper Client Information Forms, Treatment Records and appointment diaries for 7 years. I will then dispose of your information by shredding.

### **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. You also have the right to ask me 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 using the details given overleaf 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 without your permission if your details are protected from being seen by others.

### **How to complain**

If you have any concerns about my use of your personal information, please refer to my GDPR Complaints Procedure, a copy is available on request.

### **PLEASE SIGN THE DECLARATION ON THE "CLIENT INFORMATION FORM" TO CONFIRM THAT**

- You have read and received a copy of this document, if required
- You understand that the therapist will hold and use your personal information, using it in order to provide you with the best possible treatment options and advice in line with the statements above