



**SANCTUARY
REFLEXOLOGY**

Sanctuary Reflexology Privacy Policy

This document outlines how the information we collect is used, who we may share that information with and how we keep it secure. We are happy to provide any additional information needed and you can request this by emailing hello@sanctuaryreflexology.co.uk

We keep our Privacy Notice under regular review

Our contact details

Name: Manuela Gonnermann

Address: London N12 9HS : Full address will be provided at time of booking an appointment

Phone Number: 07851 085 877

E-mail: hello@sanctuaryreflexology.co.uk

Website : www.sanctuaryreflexology.co.uk

1. What we do

Sanctuary reflexology provides holistic reflexology treatments to clients. Through an initial consultation we aim to understand your health and lifestyle so that we understand any underlying causes of concern and your reason for treatment. We use this information to plan a treatment that is tailored to your needs. We also sometimes give talks, workshops and runs small group wellness sessions.

2. The type of personal information we collect and how we collect it.

Information provided by you:

You provide us with personal data in the following ways:

- By completing a health questionnaire
- By signing our engagement form
- Through email, over the telephone or by post

This may include the following information:

- basic information such as name, address, contact details
- details of contact we have had with you, such as referrals and appointment requests

- health information including your previous medical history, dietary, lifestyle, supplement and medicine details, to ensure that we fully understand your situation and am able to plan and adapt the treatment to suit you.
- We also take contact details and other information via the website so that we can contact you to manage any bookings, remind you of any appointments and provide any reports or information concerning your treatment.
- GP (or any other health specialist with whom you are receiving medical treatment) contact information

We use this information to provide you with the best service and the legal basis of our holding your personal data is for legitimate interest. All data provided is held securely, and privately.

To be able to process your personal data, it is a condition of any treatment you receive, that you give your explicit consent to allow Sanctuary Reflexology to document and process your data.

We use the information that you have given us for the solely to:

- Provide you with the best possible treatment, support and advice.
- So that we are compliant with any legislative requirements or codes of conduct as set by the regulatory board.

3.How we use your personal data

We act as a data controller for use of your personal data to provide a holistic treatment plan.

We always undertake to protect your personal data, including any health and contact details, in a manner which is consistent with our duty of professional confidence and the requirements of the General Data Protection Regulation (GDPR) concerning data protection. We will also take reasonable security measures to protect your personal data storage.

We may use your personal data where there is an overriding public interest in using the information, e.g., to safeguard an individual, or to prevent a serious crime. Also, where there is a legal requirement such as a formal court order. We may use your data for marketing purposes such as newsletters, but this would only be subject to you giving us your express consent.

4. Do you share my information with other organisations?

The information we keep about you is confidential. We will not share information other than within our own practice or for legal purposes . We will only disclose your information with other third parties with your express consent with the exception of the following categories of third parties:

- Our registrant bodies, CNHC, and the AOR for the processing of a complaint made by you
- Any legal or crime prevention agencies and/or to satisfy any regulatory request (e.g. CNHC) if we have a duty to do so or if the law allows us to do so
- Where you have consented to the use or disclosure

- Where we reasonably believe that the use or disclosure is necessary to lessen or prevent a serious, immediate threat to someone's health or safety or the public's health or safety.

We will seek your express consent before sharing your information with your GP or other healthcare providers. However, if we believe that your life is in danger then we may pass your information onto an appropriate authority (such as the police, social services in the case of a child or vulnerable adult, or GP in case of self-harm) using the legal basis of vital interests.

5. How long do you keep my data?

All records shall be kept for at least 7 years following the last occasion on which treatment was given. In the case of treatment to minors, records will be kept for at least 7 years after they reach the age of majority.

Records are likely to be kept for longer than 7 years and it is for you to tell us if you wish them to be destroyed after the 7-year period.

6. What are your rights?

Under the UK General Data Protection Regulation you have the right to see, amend, delete or have a copy of data held on you, with some exceptions.

If you want to access your data, you must make a subject access request in writing to Manuela at hello@sanctuaryreflexology.co.uk . We will respond within 20 working days from the point of receiving the request and all necessary information from you. Our response will include the details of the personal data we hold on you including:

- Sources from which we acquired the information
- The purposes of processing the information
- Persons or entities with whom we are sharing the information

You have the right, subject to exemptions, to ask for your information to be corrected, deleted or updated.

You have the right to ask us to stop processing information about you where we aren't required to do so by law or in accordance with the AOR and CNHC guidelines.

You have right to receive a copy of your personal data, which you have provided to us.

You have a right to object at any time, in the processing of your personal data.

You have the right to lodge a complaint with the Information commissioner's Office if you feel your details are not being kept in the appropriate way.

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 would like to invoke any of the above rights, then please write to the Data Controller at Sanctuary Reflexology by email manuela@sanctuaryreflexology.co.uk

THERAPIST'S RIGHTS

Please note:

- 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, as long as your details are protected from being seen by others without your permission.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at [**hello@sanctuaryreflexology.co.uk**](mailto:hello@sanctuaryreflexology.co.uk)

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane, Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>