



YOUR PERSONAL INFORMATION - GENERAL DATA PROTECTION REGULATION (GDPR)

GDPR is bringing in new legal protection for personal information from May 2018. This tells you what personal information I gather via my website, why, and what your rights are.

Data Controller contact details: Holly Turner

Email address: holly@wellbeing-studio.co.uk

Address: Ty-Cornel house, Magor Square, NP26 3HY.

The Purpose of processing your data:

I take basic contact details and information via my website and Facebook page to allow me to contact you and handle your bookings.

Lawful Basis for holding and processing your information:

Processing your information is necessary for being able to book your treatment online. We hold your information in case we need to contact you regarding your booking.

What information I hold and what I do with it:

. The information to be held is:

- Contact details: Name, Phone number and E-mail address.
- Appointment date, time and service.

I will NOT share your information with anyone else (other than within my own practice, or 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:

- 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

Your data will not be transferred outside the EU without your consent.

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 procedures to safeguard and secure the information we collect from you.

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

- Your appointment that you booked.
- Reflexology or aromatherapy information or information related to your health
- Special offers, promotions and events (you may unsubscribe from this at any time)

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.
- The right to lodge a complaint with the Information Commissioner's Office:
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 on the ICO's website by clicking here <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 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 has to 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