



# Privacy Policy

## Anna Knight Reflexology and Wellness

### Contact details

Name: Anna Knight

Phone Number: 07787 153 379

E-mail: [anna@reflexologywellness.co.uk](mailto:anna@reflexologywellness.co.uk)

Website: [www.reflexologywellness.co.uk](http://www.reflexologywellness.co.uk)

### The type of personal information I collect

In order 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 is:

- Your contact details including postal address, telephone number and email address
- Medical history and other health-related information such as family history and your lifestyle information
- Name, address and telephone number of your GP
- Treatment details and related notes
- Emergency contact details in some cases

### 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 the following reason:

- 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.
- To contact you directly in relation to your appointments
- To provide information about services and offers

I may share this information with other agencies if considered appropriate such as your GP or social care. Your consent will be sought before sharing any information unless not doing so places risk to you or others.

## 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:

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting me via email [Anna@reflexologywellness.co.uk](mailto:Anna@reflexologywellness.co.uk)**

**(b) I have a legal obligation:**

- 1.1. 'Claims occurring' insurance: (records to be kept for 7 years after last treatment)
- 1.2. Law regarding children's records (records to be kept until the child is 25 or if 17 when treated, then 26)
- 1.3. CNHC requirements to retain information for 8 years

**(c) I have a legitimate interest, it is my requirement to retain the information in order 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 and the CNHC Confidentiality as defined in the CNHC Code of Conduct, Ethics and Performance.

## How I store your personal information. 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, physical and managerial procedures to safeguard and secure the information I collect from you.



I will only contact you using the contact preferences you have given me. You can change these preferences at any time by letting me know via phone/text 07787 153 379, or email [anna@reflexologywellness.co.uk](mailto:anna@reflexologywellness.co.uk)

I keep your personal information for 8 years in line with AoR, CNHC and Insurance purposes. I will then dispose of your information by shredding and disposing of any paper records through a secure shredding service and permanently deleting any electronic data such as phone numbers and email addresses.

## **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 at [anna@reflexologywellness.co.uk](mailto:anna@reflexologywellness.co.uk) if you wish to make a request.



## **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.

## **How to complain**

If you have any concerns about my use of your personal information, you can make a complaint to me at [anna@reflexologywellness.co.uk](mailto:anna@reflexologywellness.co.uk)

You can also complain to the ICO if you are unhappy with how I 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>