



Privacy Policy / GDPR Complaints Procedure

Anna Knight Reflexology and Wellness

Contact details

Name: Anna Knight

Phone Number: 07787 153 379

E-mail: anna@reflexologywellness.co.uk

Website: 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

(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

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 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

GDPR Complaints Procedure

Anna Knight Reflexology & Wellness

How we handle your data protection concerns

1. About This Document

This document sets out the complaints procedure for Anna Knight Reflexology and Wellness (referred to as "we", "us" and "our" throughout this document). It explains how we will handle any complaint you make about the way we collect, use, store, share or otherwise process your personal data under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Important : This procedure applies to **GDPR and data protection complaints only**. For all other types of complaint, please refer to our general Complaints Policy

2. Our Contact Details

All GDPR-related complaints should be directed to us using the contact details below.

Business Name	<i>Anna Knight Reflexology and Wellness</i>
Registered Address	<i>30 Larchwood Avenue, Romford, Essex, RM5 2QJ</i>
Complaints Email	Anna@reflexologywellness.co.uk



Complaints Post	Anna Knight 30 Larchwood Avenue, Romford, Essex, RM5 2QJ
Privacy Policy	available on request

3. Your Rights Under UK GDPR

You have the following rights in relation to the personal data we hold about you:

- The right to **access** the personal data we hold about you (a Subject Access Request)
- The right to **rectification** — to have inaccurate or incomplete data corrected
- The right to **erasure** ('the right to be forgotten') in certain circumstances
- The right to **restrict processing** of your personal data
- The right to **data portability** — to receive your data in a structured, machine-readable format
- The right to **object** to processing, including for direct marketing purposes
- The right to **withdraw consent** at any time where processing is based on your consent

If you believe we have not respected one or more of these rights, you are entitled to raise a formal complaint using the procedure set out in this document.

4. How to Make a Complaint

Please submit your complaint **in writing, by post or email** using the contact details in Section 2. To help us investigate your concern as efficiently as possible, please include:

- Your full name and preferred contact details
- A clear description of your concern and which data protection right(s) you believe have been affected
- The approximate date(s) when the issue occurred
- Any relevant reference numbers, correspondence or documents

5. Our Complaints Process

Once we receive your complaint, we will follow the five steps below. We are committed to handling all complaints promptly, fairly and confidentially.

- 1 Acknowledgement — within 30 days:** We will acknowledge your complaint in writing within 30 days of receiving it, confirming that we have recorded it and will be investigating.
- 2 Requesting Further Information:** If we need any additional details to fully investigate your complaint, we will contact you as soon as possible and explain what we need and why.
- 3 Investigation & Review:** We will carry out a thorough and impartial review of your complaint. We will agree a realistic timescale with you once we have all necessary information, and we will keep you updated if there are any delays.



- 4 Decision & Outcome:** We will communicate the outcome of our investigation to you clearly and in writing within one calendar month of receiving all the information needed (this may be extended by up to two further months for complex complaints — we will notify you if this is the case).
- 5 Closure or Escalation:** If you are satisfied with the outcome, we will close your complaint. If you remain dissatisfied, you have the right to refer your complaint to the ICO free of charge (see Section 6 below).

6. Escalating Your Complaint to the ICO

If you remain dissatisfied with our response, you have the right to lodge a complaint with the Information Commissioner's Office (ICO) — the UK's independent supervisory authority for data protection. This service is free of charge.

ICO website: <https://ico.org.uk/make-a-complaint/>

ICO helpline: 0303 123 1113 (Monday–Friday, 9am–5pm)

ICO postal address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF