Privacy Policy for Soul Awakening

Soul Awakening Reflexology
36 The Street, Snailwell, Newmarket CB8 7LX

Soul Awaking Reflexology by Mary Pryor

Our contact details

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Web address: https://soulawakeningreflexology.co.uk/

Your privacy is important to Soul Awaking Reflexology, and we are committed to protecting your personal information that you share with us. This privacy policy explains how we collect, use, store and protect your personal information when you book a service with us.
By using our services, you agree to the terms outlines within this policy.
Your information is processed in line with relevant legislation including:
UK GDPR (https://www.legislation.gov.uk/eur/2016/679/contents)
The Data Protection Act 2018
(https://www.legislation.gov.uk/ukpga/2018/12/contents/enacted)

Who We Are

Soul Awakening Reflexology by Mary Pryor offers a holistic wellbeing services in Reflexology in person.

The type of personal information we collect

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 because of your treatment. The information to be held is:

Contact Details

- Your name
- Email address
- Phone number
- Date of birth
- Postal address
- Appointment and booking details
- Payment details
- Information you choose to share relating to your wellbeing or home environment
- Treatment details and related notes

Health Questionnaire:

- Allergies
- Medication
- Recent injuries, operations, serious illnesses and general health.

How Your information is use

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- For informing reflexology treatments and any advice, I give because of your treatment.
- Respond to enquiries
- Provide booked services and consultations
- Send appointment confirmations and reminders
- Improve our services, client experiences and website
- For insurance purposes
- Send occasional updates, newsletters, or wellbeing information where consent has been given.

We will never sell your personal information to third parties.

Lawful Basis for holding and using Client Information

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing this information are:

1. **Your consent.** You can remove your consent at any time. You can do this by contacting https://email1.webhealer.net:2096/
2. **We have a contractual obligation**
3. **We have a legal obligation:**

- 'Claims occurring' insurance: (records to be kept for 7 years after last treatment)
- Law regarding children's records (records to be kept until the child is 25 or if 17 when treated, then 26)

We have a vital interest

We have a legitimate interest *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 we 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 physical and managerial procedures to safeguard and secure the information we collect from you. I will contact you using the contact preferences you have given me.

Your data will be kept private and confidential unless required to be shared for safeguarding or insurance purposes. Even in these cases only the relevant information will be shared

We keep your contact details and health information for 7 years. We will then dispose your information by shredding hard copies and physically deletion of electronic records.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us 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 we transfer the personal information you gave us 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, we have one month to respond to you.

Please contact us at https://email1.webhealer.net:2096/ 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.

By booking an appointment you are consenting for us to store and process your data. If you remove your consent for us to store and process your personal data, we 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 our use of your personal information, please refer to our GDPR Complaints Procedure.

If you have any concerns about our use of your personal information, you can make a complaint to us at https://email1.webhealer.net:2096/

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