

Your Personal Information – General Data Protection Regulation (GDPR) : Zandra Noaro (Reflexology)

GDPR is bringing in new legislation for personal information from May 2018. This tells you what personal information I hold and why, and what your rights are. Once you have read it, please complete and sign the declaration at the bottom.

Therapist's Name: Zandra (Alexandra) Noaro

Therapist's Contact Details: www.onefootatatime.co.uk

Telephone No: 01428 681502/ 07948 385013

Email Address: zandra@onefootatatime.co.uk

Address: Thistledome

Haslemere Road

Witley

Surrey GU8 5QA

Data Controller Details: Zandra Noaro

The Purpose of Processing Client Data

In order to give professional reflexology treatments, I will need to gather and retain potentially sensitive information about your health. I will hold and use this data in order to provide you with the best possible treatment options, support and advice.

Lawful basis for holding and using client information

As a full member of the Association of Reflexologists, I abide by the AoR Code of Practice and Ethics.

The lawful basis under which I hold and use your information is for my requirement to retain the information in order to provide you with the best possible treatment option 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.

What information I hold and what I do with it

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
- Medical history and other health-related information (which I will take from you at first consultation)
- Treatment details and related notes (which I will take after each consultation)

I will **NOT** share your information with anyone else (other than within my own practice or as required for legal practice) without explaining why it is necessary, and getting your explicit consent.

How long I retain your information for

I will keep your information for:

- a. "Claims Occurring" insurance: for which I am required to keep my records for 7 years after the last treatment.
- b. Law regarding children's records: for which I am required to keep my records until the child is 25, or if 17 years when treated, then until they are 26.

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

Protecting Your 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 contact you using the contact preference you gave me in relation to

- Appointment times
- Reflexology information or information related to your health
- Special offers and promotions (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 the 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 the therapist to make changes to your personal information if it is incorrect or incomplete

- The right to erasure (also called the "the right to be forgotten"):

For you to request your therapist to erase any information they hold about you

- The right to restrict the processing of 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 right can be found at <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 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 will 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.

DECLARATION

I have seen this document and understand that you will hold and use my personal information, using it in order to provide me with the best possible treatment options and advice in line with the statement above.

I have received a copy of this document.

Name:

Date:

Signature.....

Note: for children under 16 a parental or guardian signature is required.

