One foot at a time

Privacy Policy

My contact details

Name: Zandra (Alexandra) Noaro

Address: Gateshaw, Shillinglee Road, Plaistow, Billingshurst, West Sussex, RH14 0PQ

Phone Number: 07948385013

E-mail: zandra@onefootatatime.co.uk www.onefootatatime.co.uk

Policy Purpose

This policy outlines my data protection policy, and how I comply with GDPR

The type of personal information I collect.
I need to inform you of the following information:

In order give professional reflexology treatments, I will need to ask for and keep information about your health. I will only use this for performing reflexology treatments and any advice I may give you during your treatment. The information to be held is:

- your contact details
- your medical history and other health-related information
- your treatment details and related notes post each consultation.

How I get the personal information and why I hold it

The personal information that I process is provided to me directly by you during our first consultation and is required for the following reasons:

- For performing personalised reflexology treatments and subsequently to offer advice to you during your treatment.

I will use the information that you have given me to:

- provide you with the best possible treatment options, support and advice.
- I do not share this information with anyone.

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 - your consent and you can remove your consent at any time. You can do this by contacting me in writing: zandra@onefootatatime.co.uk, and the fact that we have a contractual obligation.

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

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 I 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 technical, physical and managerial procedures to safeguard and secure the information I collect from you. I will contact you using the contact preferences you have given me.

I keep your personal and medical information for 7 years. This is for insurance purposes. I will then dispose of your information

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 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 ***zandra@onefootatatime.co.uk, Tel 07948 385013, Gateshaw, Shillinglee Road, Plaistow, Billingshurst, West Sussex, RH14 0PQ,*** 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.

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 my use of your personal information, please refer to my GDPR complaints procedure below

My complaints procedure

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

1- I will acknowledge your complaint in writing within 30 days of receiving it, confirming that I have recorded it and will be investigating.

2- If I need additional details to fully investigate your complaint, I will contact you as soon as possible and explain what I need and why.

3- I will carry out a thorough and impartial review of your complaint. I will agree a realistic timescale with you once I have all necessary information, and I will keep you updated if there are any delays.

4- I will communicate the outcome of my investigation to you clearly 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 - I will notify you if this is the case)

5- If you are satisfied with the outcome, I will close your complaint.

If you remain dissatisfied with my response, you have the right to lodge a complaint with the Information Commissioner's Office (ICO)

Website : https://ico.org.uk/make-a-complaint/

ICO helpline: 03301231113 Mon-Fri 9am-5pm

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