

Privacy Policy – Wild and True Reflexology & Wellbeing

The GDPR brings legal protection from personal data since May 2018. This tells you what personal information I hold and why, and what your rights are.

Who I am and how to contact me

Tanja Cox
07517 141315
info@wildandtrue.co.uk
IP22 4ZD

Data Controller contact details

Tanja Cox

The purpose of processing client data

In order to give professional treatments I will need to gather and retain potentially sensitive information about your health. I will only use this information for informing the treatments I offer and associated recommendations concerning aspects of health and wellbeing which I will offer to you. I take basic contact details and information via my website to allow me to contact you and handle bookings.

Lawful basis for holding and using client information

As a member of the Association of Reflexologists (AOR) I abide by Code of Practice and ethics for this organisation. The lawful basis under which I hold and use your information is my legitimate interests i.e. my requirement to retain the information in order to provide you with the best possible treatment and advice.

As I hold special category data (ie 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.

What information I hold and what I do with it

In order to give professional treatments I will need to ask for and keep information about your health. I will only use this for informing the treatments I offer, and any advice I give as a result of your treatment. The information to be held is:

- Your contact details
- Medical history and health related information
- Treatment details and related notes

I will NOT share your information with anyone else (other than as required for legal process) without explaining why it is necessary and getting your explicit consent.

How long I retain your information for

I will keep your information for the following periods:

- a) Claims occurring insurance; for which I am required to keep my records for 7 years after the last treatment.
- b) Law regarding childrens records: for which I am required to keep my records until the child is 25, or if 17 when they are treated until they are 26.

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 contact you using the contact preferences you give me in your first contact with me, and during our first consultation, in relation to;

- Appointment times
- Reflexology information or information related to your health
- News, 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 your therapists records of your personal information, so you know what is held about you and can verify it.

- The right to rectification: to tell your therapist to make changes to your information if it is incorrect or incomplete.
- The right to erasure (also called the 'right to be forgotten') For you to request your therapist to erase any information they hold about you.
- The right to restrict processing of personal data: you have the right to request limits on how your therapist uses your personal information
- The right to data portability: under certain circumstance you can request a copy of your 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 rights can be found on the ICO website.

If you wish to exercise any of these rights or are dissatisfied with the response you can complain to the information commissioners office: their contact details are at www.ico.org.uk

Therapists right

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 must keep your records for your 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 keep these details until after that period has passed. Your therapist can move your records between their computers and IT systems if your details are protected from being seen by others without your permission.

Declaration:

A hard copy of this privacy notice will be provided at our first consultation, where you will be asked to sign this final 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 inline with the statements above. I have received a copy of this document.

GDPR Complaints Procedure

Wild and True Reflexology & Wellbeing

How we handle your data protection concerns

1. About This Document

This document sets out the complaints procedure for Wild and True Reflexology & Wellbeing (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>Wild and True Reflexology & Wellbeing</i>
Registered Address	<i>26 Sycamore Way Diss IP224ZD</i>
Complaints Email	<i>info@wildandtrue.co.uk</i>
Complaints Post	<i>Tanja Cox</i>
Privacy Policy	<i>www.wildandtrue.co.uk</i>

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** — ***either by post or by 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