

Holistic Healing with Lou Privacy Policy

My contact details

- Name: Louise Roberts (Holistic Healing with Lou)
- Phone Number: 07734752425
- E-mail: hhwithlou@gmail.com
- Website: Holistichealingwithlou.com

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 other complementary therapies I provide 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
- Treatment details and related notes

This information is supplied by you (or parent/guardian if under 16) and will only be used to assist in treatments or to contact you regarding appointments.

I will NOT share your information with anyone (unless required by law for legal process), without getting explicit consent from you, the client, and explaining why it is necessary (eg, if a referral is required).

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:

- a. Your consent. You are able to remove your consent at any time. You can do this by contacting Louise Roberts.
- b. We have a legal obligation:
 1. 'Claims occurring' insurance: records to be kept for 7 years after last treatment
 2. Law regarding children's records (records to be kept until the child is 25 or if 17 when treated, then 26)
- c. We have a legitimate interest [i.e. 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. [Code of Practice and Ethics - AoR](#)

How we 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 procedures to safeguard and secure the information I collect from you.

I keep paper consultation forms for 7 years. I will then dispose your information by shredding if you are no longer a client.

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 and 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 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 Holistic Healing with Lou, hhwithlou.com or 07734752425 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 has to keep your records of treatment for a 7 years, 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.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at hhwithlou@gmail.com

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>