YOUR PERSONAL INFORMATION - GENERAL DATA PROTECTION REGULATION (GDPR)

GDPR (implemented by DPA 2018 in the UK) brought in new legal protection for personal information from May 2018. This tells you what personal information I hold and why and what your rights are.

THERAPIST'S NAME/IDENTITY: Ms Mary A. Fredisdottir for Lymphoedema & Lipoedema Care / Three Countries Reflexology

THERAPIST'S CONTACT DETAILS: 07796456446

EMAIL: lymphoedema.lipoedema.care@gmail.com / 3counties.reflexology@gmail.com

ADDRESS: Sundale, 31 Lynn Road, Wiggenhall St. Germans, Kings Lynn, Norfolk PE34 3EY

Data Controller Contact Details: Mary A. Fredisdottir

Data Protection Officer: Mary A. Fredisdottir

THE PURPOSE OF PROCESSING CLIENT DATA: in order to give Professional Reflexology Treatments. I will need to gather and retain potentially sensitive information about our health. I will only use this information for informing reflexology treatments and associated recommendations concerning aspect of health and wellbeing which I will offer to you.

LAWFUL BASIS FOR HOLDING AND USING CLIENT INFORMATION: As a full member of the Association of Reflexologists (AoR), I abide by the AoR Code of Practice and Ethics. The lawful basis under which I hold and use your information is:

a) my legitimate interests, for example, my requirement to retain the information in order to provide you with the best possible treatment options and advice.

b) my requirement to hold your information for the following legal reasons:

1) for clients submitting claims if insurance is funding treatments.

2) law regarding children's records.

3) CNHC requirements to retain information

c) prior consent from you if I should need to share in an emergency with the emergency services.

As I hold special category data (for example, health related information), the ADITTIONAL 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, in a secure manner is:

* Your contact details.
* Medical history and other health-related information (which I will take from you at the first consultation) and anything occurring thereafter that you notify me of.
* Treatment details and related notes (which I will take after each consultation).

I will NOT share your information with anyone else unless required for legal process without explaining why it is necessary and getting your prior explicit consent. Your information will be stored in a secure manner (locked away).

If I am treating as a result of a referral, I may have to share certain details with other professional therapists or multidisciplinary teams. The information shared would be, reporting on your progress and response to therapy.

HOW LONG I RETAIN YOUR INFORMATION FOR:

I will keep your information for the following periods:

a) claims occurring for insurance: (records to be kept for 7 years after last treatment).

b) law regarding children's records (records to be kept until the child is 25 or if 17 when treated, then 26).

c) CNHC requirements to retain information for 8 years.

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

PROTECTING YOUR PERSONAL DATA:

I am committed to ensuring that your personal data is stored in a secure manner. 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 relation to:

Appointment times or changes to appointments.

Reflexology information or information related to our health.

Special offers and promotions, as listed on website or on leaflets.

YOUR RIGHTS: GDPR gives you the following rights:

* *The right to be informed: To know how your information will be held and used.*
* *The right of access: To see your therapist's records of your personal information, so you know what is held about you and ca verify it.*
* *The right to rectification: To tell your therapist to make changes to your personal 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 circumstances you can request a copy of personal information held electronically so you can reuse it in other systems. (I do not hold data in this manner).*
* *The right to object: To be able to tell your therapist you do not want them to use certain part of you 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 (ICO): 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 do not have to be.*

Full details of your rights can be found at: https://ico.org.uk/for-organisations/guide-to-the-general-data-protectection-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. There contact details are at: www.ico.org.uk

THERAPIST'S RIGHTS:

Please note:

* If you do not agree to your therapist keeping records of information about you and your treatments, or if you do not allow them to use the information in the way they need to for treatment, the therapist may not be able to treat you.
* Your therapist must keep your records of treatments for a certain period as described previously, which may mean that even if you ask them to erase ay 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 (I do not store records in this manner currently).