



Higham Holistic Therapies Privacy Policy

1. Our contact details

Name: Higham Holistic Therapies (proprietor Claira Ferreira)

Address: 32 Linden Avenue, Higham Ferrers, NN10 8ET

Phone Number: 07500295236

E-mail: Highamholistics@yahoo.com

2. The type of personal information we collect

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

- Your name, date of birth, and contact details
- Medical history and other health-related information
- Treatment details and related notes

3. How we receive personal information and why we hold it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- For informing holistic therapy treatments and after care advice where relevant
- To identify your information for follow up treatments
- To contact you (with your consent) following treatment where appropriate
- To contact you to reschedule appointments where necessary
- To contact you (with your consent) to advise of any offers or concessions that may be of interest

3a. We use the information that you have given us in order to:

- Provide you with the best possible treatment options, support and advice
- To provide relevant information to you about Higham Holistic Therapies and Treatments if you have consented to receive information

3b. We may share this information with:

- Should there be an emergency situation (i.e in a medical emergency) and emergency services are required, your contact details will be shared along with relevant information to the emergency service on request
- If there is a Safeguarding incident and your safety or the safety of others is at risk, we will advise that a referral may be made to the Multi Agency Safeguarding Hub

4. 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 us (details outlined at section 1)
- (b) We have a contractual obligation
- (c) We have a legal obligation:
 - 1.1. 'Claims occurring' insurance: (records to be kept for 7 years after last treatment)
 - 1.2. Law regarding children's records (records to be kept until the child is 25 or if 17 when treated, then 26)
 - 1.3. Complimentary and Natural Healthcare Council requirements to retain information for 8 years

- (d) We have a vital interest
- (e) We need it to perform a public task
- (f) We have a legitimate interest [*i.e. our requirement to retain the information in order to provide you with the best possible treatment options and advice*]

As we hold special category data (i.e. health related information), the additional condition under which we hold and use this information is: for us to fulfil our role as a health care practitioner bound under the Association of Reflexology (AoR) Confidentiality as defined in the AoR Code of Practice and Ethics and the Federation of Holistic Therapist relevant requirements.

5. How we store your personal information Protecting your Personal Data

We are committed to ensuring that your personal data is secure. In order to prevent unauthorised access or disclosure, we have put in place appropriate technical, physical and managerial procedures to safeguard and secure the information we collect from you.

- We will contact you using the contact preferences you have provided
- We keep digital records for the time periods as specified in section 4c
- We will then dispose of your digital information by double deletion

6. 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. You also have the right to ask us 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 restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances
- **Your right to object to processing** - You have 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 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 any of the details outlined at section 1 if you wish to make a request.

7. Therapist's rights - Please note:

- If you don't agree to us keeping records of information about you and your treatments, or if you don't allow us to use the information in the way required for treatments, we may not be able to offer therapies or treatments and reserve the right to decline an appointment
- We need to keep your records of treatment for a certain period as described at section 4c. This means that even if you ask for details to be erased, we may be required to keep these details until after the relevant time period has passed
- We are able to move your records between computers and IT systems, and details will be protected from being seen by others without your express permission

8. How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Higham Holistic Therapies (contact details outlined at section 1). You can also complain to the Information Commissioner Office 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>