

# GDPR FOM



Your Personal Information - General Data Protection Regulation (GDPR)  
This tells you what personal information I hold and why, and what your rights are.  
Once you have read it, please complete, and sign the declaration at the bottom.

**Therapist's Name** (and Data Controller Contact) : Kate Crossland

**Address:** 80a New Park Drive, Hemel Hempstead HP2 4QJ

**Telephone No:** 07939164565; **Email Address:** katecrossland30@gmail.com

## The Purpose of Processing Client Data

I hold and use client data in order to provide you with the best possible treatment options, support and advice.

## Lawful Basis for Holding and Using Client Information

The lawful basis under which I hold and use for information is my legitimate interests i.e. my requirement to retain the information in order to provide you with the most appropriate 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.

## The Information I Hold and What I Do With It

In order to give professional reflexology treatments, I need to gather and keep potentially sensitive information about your health. I will only use this for informing reflexology treatments, any advice I give as a result of your treatment, anonymously as part of my learning if I need to seek advice. The information to be held is:

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

I may contact you by email, phone or text in relation to:

- Appointment times
- Reflexology information or information related to your health

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

I will keep your information for the following periods in line with the lawful basis listed: claims occurring insurance records to be kept for 7 years after last treatment and children's records to be kept until the child is 25 or if 17 when treated, then 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 we collect from you. I will contact you using the contact preferences you have given me.

katecrossland30@gmail.com |

WWW.KATELOUISEREFLEXOLOGY.COM



## 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 can 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 or to object: if you don't want your therapist to use certain parts of your information
- 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
- Rights in relation to automated decision-making and profiling
- The right to lodge a complaint with the information commissioner's office: 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 at <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-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; their contact details are at [www.ico.org.uk](http://www.ico.org.uk)

## Practitioner's Rights

Your therapist has to keep the records of 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 have to keep these details until after that period has passed.

Your therapist can move records between their computers and IT systems, as long as your details are protected from being seen by others without your permission.

## 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 in line with the statements above.

I agree to you sharing my personal information with your tutors, verifiers, moderators and examiners for the purposes and benefits described above.

I have received a copy of this document.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Note: for children under 16 a parental or guardian signature is required

[katecrossland30@gmail.com](mailto:katecrossland30@gmail.com) |

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