

Espley Aromatherapy

Privacy Policy

Our contact details

Name: Faye Espley

Address: 24a Sutton Avenue, East Sussex. BN25 4LG

Phone Number: 07876613616

E-mail: hello@espleyaromatherapy.com

Website: espleyaromatherapy.com

The type of personal information I collect

To give professional massage/reflexology treatments, I will need to ask for and keep information about your health. I will only use this for informing massage/reflexology treatments and any advice I give because of your treatment. The information to be held is:

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

How I get the personal information and why I hold it

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

- For informing massage/reflexology treatments and any advice I give because of your treatment.
- To Provide you with the best possible treatment options, support and advice.
- I will use your contact details to send appointment booking confirmation, appointment reminders, and to inform you if an appointment needs to be cancelled due to illness or other unforeseen circumstances.

We use the information that you have given us to:

- Provide you with the best possible treatment options, support and advice.
- We may share this information with your permission, with your oncology team or other healthcare professionals involved in your care. This ensures that any complementary therapy we provide is safe, appropriate, and aligned with your medical treatment plan.

Lawful Basis for holding and using Client Information

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis I rely on for processing this information are:

(1) I have a legal obligation:

- 'Claims occurring' insurance: I am required to keep records for 7 years after last treatment.
- Law regarding children's records: I am required to keep records until the child is 25 or if 17 when treated, then 26.

(2) I have a legitimate interest

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 (Association of Reflexologists) Confidentiality as defined in the AoR Code of Practice and Ethics and the IFPA (International Federation of Aromatherapists) Code of Practice and Ethics.

Protecting your Personal Data - How we store your personal information

I am committed to ensuring that your personal data is secure. 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.

Data will be deleted securely following the required retention periods shown below:

- 'Claims occurring' insurance: I am required to keep records for 7 years after last treatment.
- Law regarding children's records: I am required to keep records until the child is 25 or if 17 when treated, then 26.

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 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 hello@espleyaromatherapy.com 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 must keep your records of 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 their records between their computers and IT systems without your permission if your details are protected from being seen by others.

How to complain

If you have any concerns about our use of your personal information, please refer to our GDPR Complaints Procedure on my website