



# Andrea Foster Reflexology: Privacy and Consent Notice

## **YOUR PERSONAL INFORMATION - GENERAL DATA PROTECTION REGULATION (GDPR)**

GDPR is bringing 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.

GDPR is bringing in new legal protection for personal information from May 25th 2018. This tells you what personal information I gather via my website and why, and what your rights are.

Therapist's Name: Andrea Foster  
Therapist's Contact Details: Andrea Foster Reflexology  
Telephone No: 07990523405  
Email address: [reflexology@andrea-foster.com](mailto:reflexology@andrea-foster.com)  
Address: 8 Sharwood Place, Newbury, RG14 6EJ  
Data Controller Contact Details: Andrea Foster  
Data Protection Officer: Andrea Foster

### **The Purpose of processing Client Data**

In order to give professional reflexology treatments, I will need to gather and retain potentially sensitive information about your health. I will only use this information for informing reflexology treatments and associated recommendations concerning aspects of health and wellbeing which I will offer to you. I take basic contact details and information via my website to allow me to contact you and handle bookings.

### **Lawful Basis for holding and using Client Information**

As a full member of the Association of Reflexologists, I abide by the AoR Code of Practice and Ethics. The lawful basis under which I hold and use your information is my legitimate interests 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.

### **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 is:

- Your contact details – name, address, email, phone number and where appropriate, age
- Your medical history and other health-related information which I will collect from you at your first consultation
- I will hold information about each treatment given and related notes, which I will take after each consultation



I will NOT share your information with anyone else (other than within my own practice, or as required for legal process) without explaining why it is necessary, and getting your explicit consent.

### **How Long I Retain Your Information for**

I will keep your information for the following periods:

- a. 'claims occurring' insurance: for which I am required to keep my records for 7 years after the last treatment
- b. law regarding children's records: for which I am required to keep my records until the child is 25, or if 17 when treated, then until they are 26.

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

### **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 give me in relation to:

- Appointment times, confirmation and reminders - an email will be sent to confirm and remind you of any appointments made through my booking page on my website. If you contact me directly to make a booking, I will respond by email or text to confirm your booking.
- Provide reflexology information or information related to your health.
- Special offers and promotions (you may unsubscribe from this at any time)
- For marketing purposes, I may use your contact details provided to respond to your enquiries, including making telephone contact and emailing information to you which I believe may be of interest to you.
- In making initial contact with the practice, you consent to Andrea Foster Reflexology maintaining a marketing dialogue with you until you either opt out (which you can do at any time) or I decide to desist in promoting Andrea Foster Reflexology's services. Andrea Foster Reflexology will not broker your data and you can ask to be removed from our marketing database by emailing or phoning the practice using the contact details provided at the beginning of this Privacy Notice.
- Some basic personal data may be collected about you from the marketing forms and surveys you complete, from records of our correspondence, phone calls and details of your visits to our website including, but not limited to, personally identifying information like Internet Protocol (IP) addresses.
- Andrea Foster Reflexology's website uses cookies, which is a string of information that a website stores on a visitor's computer and that the visitor's browser provides to the website each time the visitor returns.
- Facebook social media posts via Andrea Foster Reflexology (you may unfollow this at any time).

- Squarespace.com uses cookies to help Andrea Foster Reflexology to identify and track visitors and their website access preferences. Visitors to Andrea Foster Reflexology who do not wish to have cookies placed on their computers, should set their browsers to refuse cookies before using Andrea Foster Reflexology's website.
- Andrea Foster Reflexology will only collect the information needed so that it can provide you with the services and treatment you require. The business will not sell or broker your data.

## **Your Rights**

GDPR gives you the following rights:

- The right to be informed:  
*To know how your information will be held and used (this notice).*
- The right of access:  
*To request to see your records of your personal information, so you know what is held about you and can verify it.*
- The right to rectification:  
*To tell Andrea Foster Reflexology 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 Andrea Foster Reflexology 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 Andrea Foster Reflexology 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.*
- The right to object:  
*To be able to tell Andrea Foster Reflexology you don't want them to use certain parts of your 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:  
*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 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)

### **Andrea Foster Reflexology's Rights**

Please note:

- If you don't agree to Andrea Foster 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, then Andrea Foster may not be able to treat you.
  - Andrea Foster 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
  - Andrea Foster 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.
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