

Privacy Policy

1 - My contact details

Practice name: Pieds sur Terre

Therapist: Christine Ashcroft

Address: 11 Plomer Green Lane, High Wycombe, Downley, Bucks, HP13 5TN

Phone Number: 07798612993

E-mail: piedssurterre@icloud.com

Website: www.piedssurterre.co.uk

ICO registration number: ZC098678

I am registered with the Information Commissioner's Office as a data controller, which means I am legally responsible for how your personal data is handled.

2 - The type of personal information I collect

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 because of your treatment. The information to be held is:

- Your contact details (name, telephone number, date of birth, next of kin and their telephone number)
- Medical history and other health-related information
- Current medications
- Treatment details and related notes following the treatment given
- Progress notes

3 - Data collection and purpose

I collect your personal data directly from you as follows:

- When you first contact me to enquire about reflexology treatments through my website contact form or via text or phone call
- When you complete your initial consultation during the first appointment
- During follow-up treatments as you share further information about your health/ medication
- Through follow-up communications by email or text/whatsapp

I do not collect personal data about you from any other source.

4 - Lawful Basis for holding and using Client Information

Under UK GDPR, I must have a lawful basis for processing your personal data. Because I process health information, I need to satisfy requirements under both Article 6 and Article 9 of the UK GDPR.

5 - Protecting your Personal Data - How I store your personal information

Records are stored securely and retained for 7 years after your last treatment to meet insurance requirements, then destroyed.

All my records are paper records. I do not hold electronic records.

6. Sharing of data

I never sell your personal data. It is only shared with essential service providers necessary to operate the business.

- Wix for enquiries through my website
- Zettle for card payments

7 - Your data protection rights

Under data protection law, you have rights including:

Your right to be informed: you have the right to know how I use your data. This privacy policy fulfils that right.

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 me at piedssurterre@icloud.com if you wish to make a request.

8 - Therapist's rights

If you don't agree to me keeping records of information about you and your treatments, or if you don't allow me to use the information in the way they need to for treatments, I may not be able to treat you.

I must keep your records of treatment for a certain period as described above, which may mean that even if you ask me to erase any details about you, I might have to keep these details until after that period has passed.

9 - How to make a complaint

You have the right to make a data protection complaint directly to me at piedssurterre@icloud.com.

I take all complaints seriously and will respond within one month.

10. Confidentiality exceptions

Your information is kept confidential. However, there are limited circumstances where I may need to share information without your consent:

- **Risk of serious harm:** If I believe you or someone else is at serious risk of harm
- **Safeguarding concerns:** If there are concerns about the safety of a child or vulnerable adult
- **Legal requirement:** If ordered to disclose information by a court

Wherever possible, I will discuss any disclosure with you first, unless doing so would itself put someone at risk.

Contact:

If you have any questions about this privacy policy or how I handle your personal data, please contact me:

Email: piedssurterre@icloud.com

Website: <https://www.piedssurterre.co.uk>