



Austin McBride M.F.H.T Holistic Health Therapist GDPR PRIVACY NOTICE

PLEASE NOTE THIS IS THE PRIVACY NOTICE of the above named person practicing self-employed as “Austin’s Lymphatic Therapies” Reflexology Lymphatic Drainage Specialist M.F.H.T. Holistic Health Therapist” .

This document refers to personal data, which is defined as information concerning any living person (a natural person who hereafter will be called the Data Subject) that is not already in the public domain.

The General Data Protection Regulation (GDPR) which is EU wide and far more extensive than its predecessor the Data Protection Act, along with the Privacy and Electronic Communications Regulations (PECR), seek to protect and enhance the rights of EU data subjects. These rights cover the safeguarding of personal data, protection against the unlawful processing of personal data and the unrestricted movement of personal data within the EU and its storage within the EEA.

1 – Austin McBride practices at : 23 Pennine Way Brierfield Nelson Lancs , which hereafter for the purposes of this Privacy Notice will be referred to as that of Holistic Health Therapist, is pleased to provide the following information:

2 – The above named person is a qualified HOLISTIC HEALTH THERAPIST. see addendum of all approved Therapies.

- (1) Reflexology
- (2) Reflexology Lymphedema Drainage Reflexology Lymphatic - Drainage Specialist RLD Approved Practitioner
- (3) M Technique® (touch therapy) Full Body Registered Approved Practitioner
- (4) M Technique® treatment to hands and feet
- (5) Aromatherapy Massage, Full Body Treatments using essential oils.
- (6) Aromatherapy – Back, Facial, Shoulders and arms.
- (7) Swedish Massage, Full Body
- (8) Provide Counselling to Therapy Clients (included in treatments as appropriate)
- (9) Sports Massage. Injury treatments.
- (10) Aromatherapy – Cream Balms to treat various skin complaints

Reflexologists and Complementary Therapist are not allowed to diagnose serious illnesses but can treat health conditions and aid the healing processes of the body. Where appropriate suspected serious conditions identified advice can be given to the client /patient to get this checked out by suitably (GP) qualified persons. This is in accordance with the Federation of Health Therapists Code of Conduct. <http://www.fht.co.uk>. **The practice may also provide other treatments, about which the named person is approved to deliver . .**

3 - Personal Data

a) For the purposes of providing treatment, The Therapist may require detailed medical information. We will only collect what is relevant and necessary for your treatment. When you visit our practice, we will make notes which may include details concerning your medication, treatment and other issues affecting your health. This data is always held securely, is not shared with anyone not involved in your treatment, although for data storage purposes it may be handled by pre-vetted staff who have all signed an integrity and confidentiality agreement. To be able to process your personal data it is a condition of any treatment that you give your explicit consent to allow to document and process your personal medical data. Contact details provided by you such as telephone numbers, email addresses, postal addresses may be used to remind you of future appointments and provide reports or other information concerning your treatment. **As part of our obligations as primary healthcare practitioners there may be circumstances related to your treatment, on-going care or medical diagnosis that will require the sharing of your medical records with other healthcare practitioners e.g GPs, consultants, surgeons and/or medical insurance companies. Where this is required we will always inform you first unless we are under a legal obligation to comply.**

b) For marketing purposes, the Reflexologist and Complementary Therapist may also use the contact details provided by you to respond to your enquiries, including making telephone contact and emailing information to you which the practice believes may be of interest to you.

c) In making initial contact with the practice you consent to Reflexologist and Complementary Therapist maintaining a marketing dialogue with you until you either opt out (which you can do at any time) or we decide to desist in promoting our services. Your Therapist may occasionally also act on behalf of its patients in the capacity of data processor, when we may promote other practitioners based at our premises, who may not be employed by us. Holistic Health Therapist do 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 end of this Privacy Notice.

d) Some basic personal data may be collected about you from the marketing forms and surveys you complete, from records of our

correspondence and phone calls and details of your visits to our website, including but not limited to, personally identifying information like Internet Protocol (IP) addresses.

e) Holistic Health Therapist 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. Wordpress.org uses cookies to help Reflexologist and Complementary Therapist to identify and track visitors and their website access preferences. Reflexologist and Complementary Therapist website visitors who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before using Therapist websites.

f) Reflexologist and Complementary Therapist will only collect the information needed so that we can provide you with the services you require, the business does not sell or broker your data.

4 - Legal basis for processing any personal data

To meet my contractual obligations obtained from explicit Patient Consent and legitimate interest to respond to enquiries concerning the services provided.

5 - Legitimate interests pursued by Holistic Health Therapist to promote treatments for patients with all types of health problems indicated for Reflexologist and Complementary Therapist care.

6 – Consent

Through agreeing to this privacy notice you are consenting to Reflexologist and Complementary Therapist processing your personal data for the purposes outlined. You can withdraw consent at any time by using the postal, email address or telephone number provided at the end of this Privacy Notice.

7 – Disclosure

Holistic Health Therapist will keep your personal information safe and secure, only myself (Austin McBride) engaged in providing your treatment will have access to your patient records, although my administration team will have access to your contact details so that they can make appointments and manage your account. The Holistic Health Therapist will not disclose your Personal Information unless compelled to, in order to meet legal obligations, regulations or valid governmental requests. My practice may also enforce its Terms and Conditions, including investigating potential violations of its Terms and Conditions to detect, prevent or mitigate fraud or security or technical issues; or to protect against imminent harm to the rights, property or safety.

Retention Policy

Your Holistic Health Therapist (Austin McBride) will process personal data during the duration of any treatment and continue to store personal data indefinitely.

9 - Data storage

All Data is stored on my business computer and backup data in the UK.

10 - Your rights as a data subject

At any point whilst the Holistic Health Therapist is in possession of, or processing your personal data, all data subjects have the following rights:

- Right of access – you have the right to request a copy of the information that I hold about you.
- Right of rectification – you have a right to correct data that I hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data I hold about you to be erased from my records.
- Right to restriction of processing – where certain conditions apply you have a right to restrict the processing.
- Right of portability – you have the right to have the data I hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you also have the right not to be subject to the legal effects of automated processing or profiling.

In the event that the Holistic Health Therapist refuses your request under rights of access, I will provide you with a reason as to why, which you have the right to legally challenge. At your request the Therapist can confirm what information it holds about you and how it is processed.

11 - You can request the following information:

- Identity and the contact details of the person or organisation (Austin McBride -Therapist) that has determined how and why to process your data.
- Contact details of the data protection officer, where applicable.
- The purpose of the processing as well as the legal basis for processing.
- If the processing is based on the legitimate interests of Reflexologist and Complementary Therapist and information about these interests.
- The categories of personal data collected, stored and processed.
- Recipient(s) or categories of recipients that the data is/will be disclosed to.
- How long the data will be stored.
- Details of your rights to correct, erasure, restrict or object to such processing.
- Information about your right to withdraw consent at any time.
- How to lodge a complaint with the supervisory authority (FHT).
- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data.

- The source of personal data if it wasn't collected directly from you.
- Any details and information of automated decision making, such as profiling, and any meaningful information about the logic involved, as well as the significance and expected consequences of such processing.

12 - To access what personal data is held, identification will be required

Reflexologist and Complementary Therapist will accept the following forms of identification (ID) when information on your personal data is requested: a copy of your driving licence, passport, birth certificate and a utility bill not older than three months. A minimum of one piece of photographic ID listed above and a supporting document is required. If the Reflexologist and Complementary Therapist, (Austin McBride as named on this document) is dissatisfied with the quality, further information may be sought before personal data can be released. All requests should be made to Austin McBride at address of: 23 Pennine Way, Brierfield, Nelson Lancs BB9 5DT
Tel:01282 692295 Mobile No.07825 149558 E-Mail : austin.60@hotmail.com

13 Complaints

In the event that you wish to make a complaint about how your personal data is being processed by Holistic Health Therapist you have the right to complain to me. If you do not get a response within 30 days, you can complain to the ICO.

The details for each of these contacts are:

Austin McBride M.F.H.T Holistic Health Therapist

Contact No. Mobile: 44+7825 149 558

E-mail. Austin.74@austinslymphaticstherapies.com

Web. <https://austinslymphaticstherapies.com>

Business contact details.

Austin McBride M.F.H.T.

23 Pennine Way, Brierfield, Nelson, Lancs BB9 5DT

ICO Contact Details : Wycliffe House, Water Lane, Wilmslow, SK9 5AF Telephone +44 (0) 303 123 1113 or email:
<https://ico.org.uk/global/contact-us/email/>

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