

LEGEND THERAPIES Privacy Policy

Our contact details

Name: Martha Kelly Reflexologist and Reiki Practitioner

Address: 24 Lakeside, Fishponds Bristol BS16 3EE

Phone Number: 0777 259 1520

E-mail: martha@legendtherapies.co.uk

Website: www.legendtherapies.co.uk

Policy completed on 31st July 2023

In line with European General Data Protection Regulations, and as a professional registered with the Information Commissioner's Office, I am obliged to share the following information regarding how your data is protected:

The type of personal information we collect

We currently collect and process the following information:

Client name, address, phone number, email address, date of birth and GP details. Relevant health and medical information to help to identify needs for the treatment and to make a treatment plan.

How we get the personal information and why we have it

All of the personal information we process is provided to us directly by you for one of the following reasons:

To contact you regarding appointments and to reply to you if you make contact with me. Note: I store your phone number under your initials or first name in my smart phone if we have regular sessions. Your email address is held in my work email account contacts folder, which is password protected.

As long as you are a current client, I store your phone number on paper in a separate lockable case. I will delete / destroy your contact details as soon as we terminate our working contract.

We will keep factual notes from each treatment recording advice given and the type and style of treatment.

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

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting martha@legendtherapies.co.uk

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have legitimate interest.

How we store your personal information

They are locked in a secure cabinet at all times or password protected. We keep all paper records and information for 7 years after the last treatment. We will then dispose of your paper record and any other information by destroying it.

In case of illness or death of the practitioner, an appointed person will destroy all records in a secure way

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 martha@legendtherapies.co.uk or call 07772591520 if you wish to make a request.

We will never share your data with a third party unless you ask us to, or unless obliged to by a court of law. In this unlikely event we would always inform you first.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at martha@legendtherapies.co.uk, calling 07772591520 or writing to Martha Kelly 24 lakeside, Bristol BS16 3EE

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>