

GDPR Privacy Notice – Reflexology & Massage - LM Therapies

YOUR PERSONAL INFORMATION – GENERAL DATA PROTECTION REGULATION (GDPR)

This document tells you what personal information we hold and why, and what your rights are. Once you have read it and agree please sign the declaration at the bottom.

This privacy notice provides you with details of how we collect and process your personal data through your use of our website www.lm-therapies.co.uk

Details

Organisation name: LM Therapies

Address: Willows Counselling Service, 11 Prospect Place, Swindon, SN1 3LQ

Telephone No: 07748 550958

Please direct any enquiries relating to GDPR to info@lmtherapies.co.uk

What information we hold and what we do with it. In order, to provide our services we need to ask for and keep information about you. We will not use this information for any other purpose. The information to be held is:

- Your home address
- Your contact details telephone/mobile
- Your email address
- Your date of birth
- Your record of treatment
- Medical history

It is very important that the information we hold for you is accurate and up to date. Please let us know if at any time your personal information changes by emailing us at info@lm-therapies.co.uk .

Data Security

I am committed to ensuring that your personal data and information collected from you is secure. We may process the following personal data about you:

Communication Data that includes any communication that you send to us whether that be through the contact form on our website, through the on-line booking system, through email, text, social media messaging, social media posting or any other communication that you send us.

We process the data for the process of communicating with you, for record keeping and for establishment pursuance of defence of legal claims. Our lawful ground for this processing is our legitimate interests which in this case are to reply to communication sent to us and to keep records.

Data that includes information about your use of our website and online services such as your IP address, details about your browser, length of visit to pages on our website, page views and navigation paths, details about the number of times you use our website, time zone settings and other technology on the devices you use to access our website. The source of this data is from our analytics tracking system.

How do we process your information? We comply with our obligations under the GDPR by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

We store your information both electronically and on paper. Please note that we are unable to send or receive encrypted emails, so you should be aware that any emails we send or receive may not be protected in transit. We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send us is within the bounds of the law.

Clients contact information is recorded on our Fresha online booking processing system, through the recipient entering personal data or through us transferring information to the booking system.

We use your personal data for the purposes set out below. Your contact and booking information we use your name, address, telephone number and email address to make and rearrange bookings. We record all appointments for patients attending our clinic of when you were treated / attended.

Your health and treatment information. Patients and prospective patients tell us about their medical conditions and medication by email or online enquiry forms. We use the following information for the purposes of making a full reflexology diagnosis, formulating treatment strategy and treatment planning:

- your presenting complaint and symptoms reported by you
- any relevant medical and family history you have told us
- our clinical findings about your health and wellbeing

We keep a record of and refer to that record of any treatment given and details of progress of your case, including reviews of treatment planning to enable us to: review treatment strategy and planning; and to secure evidence in the event of criminal proceedings, civil litigation, an insurance claim or complaint.

How long do we keep your personal data? We keep your personal data for no longer than reasonably necessary. We keep patient records for a period of 6 years for tax purposes, the law requires us to keep basic information about our customers.

We will update any information we hold about you as quickly as is reasonably possible when you inform us of any changes (for example, if you tell us that you have moved to a new address). At any time, you may request that changes are made to your contact details.

When we destroy paper records, we do so by shredding or incineration.

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 see our records of your personal information, so you know what is held about you and can verify it.
- The right to rectification: To tell us 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 us to erase any information we hold about you if you ask us not to hold it anymore
- The right to restrict processing of personal data: You have the right to request limits on how we use 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 us you don't want us to use certain parts of your information, or only to use it for certain purpose.

Full details of your rights can be found at <https://ico.org.uk/for-organisations/guide-to-the-generaldata-protection-regulation-gdpr/individual-rights/>

If you wish to exercise any of the rights set out above, please email us at info@lm-therapies.co.uk

You will not have to pay a fee to access your personal data (or to exercise any other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive or refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it.

Third-Party Links This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

All card payment information used for payment of treatments made through our Fresha booking system and Sumup card system are all processed through the Fresha and Sumup merchant who also has the legal obligation to adhere to the GDPR Privacy policy. LM Therapies does not hold any banking information.

DECLARATIONS

Please sign that you have read and understood the information above and agree to LM Therapies holding your personal information.

Signature: Print Name:

I am happy to be contacted with details of my treatment, booking confirmation, offers and competitions by email, telephone, text message or newsletter unless stated.