



Touch Therapy Privacy Policy

Why do I have a privacy policy?

After 25th May 2018 under the General Data Protection Regulation (GDPR) it is necessary to explain how I use the personal data I collect.

1. The personal data I collect regarding your health and lifestyle are classed as **legitimate interest** and I do not need your consent to retain this information as it is required for me to provide you with a personalised, safe and effective treatment.

Please note you have a right to view this information; simply ask and I am happy to show you or provide you with a copy at no cost.

You also have a right to request that any inaccurate or incomplete data be amended; again, please ask and this will be dealt with promptly and you will be requested to sign for accuracy.

I also have a legal obligation to retain this information for 8 years after your last appointment. After this period you may ask me to delete your records. If you do not make this request, I may choose to retain them to offer you the best possible service should you choose to visit again in the future.

On occasions I may use your contact details as obtained above to send out **marketing information** e.g. offers, information of interest about health and well-being, updates on treatments. This will be in the form of an email (via Mailchimp) and I need your **consent** to go ahead with this.

You may **register** for these newsletters via my website (www.touch-therapy.co.uk) or unsubscribe at any time, or amend your details e.g. email address, by clicking the appropriate link at the bottom of the newsletter or contacting me direct and your request will be completed.

How is your information stored?

1. Written records are stored in a locked cabinet in the treatment room within my house which is locked, especially when unoccupied.
2. Contact details and appointment dates are stored on my personal computer and mobile devices, all of which are password-protected.
3. I use Mailchimp to co-ordinate my newsletters so your email address and name is saved on their server. Mailchimp is required to be compliant to the GDPR rules as is Touch Therapy.
4. This information is also backed up by a 'cloud' storage system which again is compliant to GDPR rules.
5. Please be aware that all reasonable steps are taken to prevent unauthorised access to the computer and devices concerned.

I want you to be confident that your personal data is treated respectfully and confidentially and that I am taking all necessary precautions to ensure your data is only accessed by those who need to do so.

However, if you consider I have mishandled your data in some way you have the right to complain. Initial complaints should be addressed to:

Touch Therapy Data Controller
Jacky Huson
7 Easthorpe
Southwell
Notts
NG25 0HY

jacky@touch-therapy.co.uk
www.touch-therapy.co.uk
01636 815739

If you are not happy with my response, you have the right to raise the matter with Information Commissioner's Office. Their details can be found at www.ico.org.uk

Please be assured that I will not disclose, give, sell or transfer any personal information about my clients, unless required for law enforcement or statute.