

Ostara Holistic Therapies Privacy Policy

Dear Client,

The following information explains the responsibilities of Ostara Holistic Therapies to you – the client - regarding the collection and storing of your personal information. This document has been produced to comply with current GDPR regulations and in line with advice provided by the Information Commissioner's Office (ICO).

My Contact Details

Name: Michelle Smith

Address: [REDACTED], Kings Worthy, Winchester, Hants, SO23 7PR **Full address hidden to protect therapist privacy online. Please contact directly via phone or email for full address.*

Phone Number: 07811 596602

Email: info@ostaraholistics.com

The type of personal information I collect

In order 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 as a result of your treatments. The information to be held is:

- Your contact details
- Medical history and other health-related information
- Treatment details and related notes

How I obtain the personal information and why I hold it

Most of the personal information I process is provided to me directly by you for the following reasons:

- For informing reflexology, massage and reiki treatments and any advice I give as a result of your treatment.

I use the information that you have given me to:

- Provide you with the best possible treatment options, support and advice.
- To contact you with appointment confirmations or reminders.
- To advise you of new treatment offerings or marketing promotions.

I will NOT share your information with anyone else (other than as required for legal processes) without explaining why it is necessary and obtaining your consent.

Lawful Basis for holding and using Client Information

Under the UK General Data Protection Regulation (UK GDPR) and as a full member of the Association of Reflexologists and the Federation of Holistic Therapists, I abide by their code of practice and ethics.

The lawful basis under which I hold and use your information is in my legitimate interests i.e., my requirement to retain the information in order to provide you with the best possible treatment options and advice.

As I hold special category data (i.e., health related information), the additional condition under which I hold and use this information is for me to fulfil my role as a health care practitioner bound under the AoR/FHT confidentiality requirements as defined in the AoR/FHT Code of Practice and Ethics.

Protecting your Personal Data

I am committed to ensuring that your personal data is secure. To prevent unauthorised access or disclosure, I have put in place appropriate technical, physical and managerial procedures to safeguard and secure the information we collect from you. I will contact you using the contact preferences you have given me.

I will keep your information for the following period:

- 7 years for adult data to comply with my insurance with Alan Boswell insurers.
- Or for any child treated (under 18) within my treatment room to comply with the legal practice regarding children's records – until the age of 25.

At the end of the designated time, I will ensure that your records are destroyed appropriately, either by shredding paper records and disposing of securely, or by deleting electronic data from any devices where it is held.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask me for copies of your personal information.

Your right to rectification - You have the right to ask me to rectify personal information you think is inaccurate. You also have the right to ask me to complete information you think is incomplete.

Your right to erasure - You have the right to ask me to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask me to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have 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 I 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, I have one month to respond to you. Please contact me at info@ostaraholistics.com or telephone 07811 596602 if you wish to make a request.

Therapist's Rights

Please note:

- If you don't agree to your therapist keeping records of information about you and your treatments, or if you don't allow them to use the information in the way they need to for treatments, the therapist may not be able to treat you.
- Your therapist has to keep your records of treatment for a certain period as described above, which may mean that even if you ask them to erase any details about you, they might have to keep these details until after that period has passed.
- Your therapist can move their records between their computers and IT systems, as long as your details are protected from being seen by others without your permission.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at [Insert your contact details].

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>