

## General Data Protection Regulation (GDPR) Policy

The Data Protection Act 2018 is the UK's implementation of the General Data Protection Regulation (GDPR). GDPR provides legal protection for personal information from May 2018. This document tells you what personal information I hold and why, and what your rights are. Once you have read it please complete and sign the declaration/statement of consent at the bottom, agree verbally or tick 'Yes' on the online consultation form.

<b>Therapist's Name</b>	Ellen Burholt
<b>Therapist's Contact Details</b>	e: <a href="mailto:contact@almaentera.com">contact@almaentera.com</a> t: 07543095526

### The Purpose of processing Client Data

In order to give professional holistic treatments, I will need to gather and retain potentially sensitive information about your health. I will only use this information for informing your treatments and associated recommendations concerning aspects of health and wellbeing which I will offer to you.

I also take basic contact details and information to allow me to contact you and handle or change bookings. I may receive contact information from you via phone, email, social media, online systems (e.g. google forms/google drive) or via my website.

### Lawful Basis for holding and using Client Information

The lawful basis under which I hold and use your information is:

- a) 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

### What information I hold and what I do with it

In order to give professional holistic treatments, I will need to ask for and keep information about you and your health. I will only use this for informing treatments and any advice I give as a result of your treatment. The information to be held is:

- Your contact details and emergency contact details
- Medical history and other health-related information (which I will take from you before or at your first consultation and update as and when changes occur)
- Treatment details and related notes (which I will take after each treatment)

I will NOT share your information with anyone else (other than as set out in the **confidentiality agreement**) without explaining why it is necessary and getting your explicit consent where required.

### How Long I Retain Your Information for

I will keep your information for the following periods:

- a. 'claims occurring' insurance: (records to be kept for 10 years after last treatment)
- b. law regarding children's records, records to be kept until the child is 28 (10 years from when they become 18)

It is a requirement of my insurance that the above data be held for the above time. After this time, your information will be securely destroyed.

### Protecting Your Personal Data

I am committed to ensuring that your personal data is secure. In order to prevent unauthorised access or disclosure, I have put in place appropriate technical, physical and managerial procedures to safeguard and secure the information collected from you. Your consultation forms are only available to me. Online consultation forms, health questionnaires, treatment notes and more will be stored online using Google services. Physical forms will be locked away when not in use. I will contact you using the contact preferences you give me in relation to:

- Appointment times
- Therapy information or information related to your health
- Your feedback following a treatment
- Special offers from Alma Entera (*can opt out of special offer information by contacting Alma Entera*)

### Contact Preferences – (Online Form Available)

Phone  Email  Text  Post  WhatsApp  Instagram  Facebook

## Marketing

By selecting contact preferences, you are consenting for me to contact you directly, via your preferred contact methods above, with special offers and promotions.

Please be aware you can opt out of being contacted about special offers and promotions at any time, use the contact details at the top of the policy to do so.

All feedback submitted by survey monkey will remain anonymous.

I will not subscribe you to automated marketing emails without your explicit permission.

## 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 your therapist's records of your personal information, so you know what is held about you and can verify it.*
- The right to rectification: *To tell your therapist 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 your therapist to erase any information they hold about you. This right only comes into effect once the "claims occurring" insurance requirement has been adhered to so information cannot be deleted until 10 years following your last treatment.*
- The right to restrict processing of personal data: *You have the right to request limits on how your therapist uses 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 your therapist you don't want them to use certain parts of your information, or only to use it for certain purposes.*
- Rights in relation to automated decision-making and profiling.
- The right to lodge a complaint with the Information Commissioner's Office: *To be able to complain to the ICO if you feel your details are not correct, if they are not being used in a way that you have given permission for, or if they are being stored when they don't have to be.*

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

If you wish to exercise any of these rights, please use the contact details given above.

If you are dissatisfied with the response you can complain to the Information Commissioner's Office; their contact details are at: [www.ico.org.uk](http://www.ico.org.uk)

## MY RIGHTS

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

## For Your Records

A hard copy of this signed document will be retained with your personal information if completing it in person.

This policy is available to the public via [www.almaentera.com](http://www.almaentera.com) and should be viewed and read when completing an online or phone consultation.

You are entitled to a signed copy of this GDPR policy. Please request for this to be facilitated if required.

## CONSENT

I have signed below to express that I agree to this GDPR policy

Client

Print Name:

Signature:

Date:

Therapist

Print Name: Ellen Burholt

Signature:

Date: