

PRIVACY NOTICE

YOUR PERSONAL INFORMATION - GENERAL DATA PROTECTION REGULATION (GDPR)

This privacy notice sets out how Jane Campbell Complementary Therapies uses and protects any information that you give me when you use any of my services. Jane Campbell Complementary Therapies is committed to ensuring that your privacy is protected. Should I ask you to provide certain information by which you can be identified when using my services, you can be assured that it will only be used in accordance with this privacy statement.

Proprietors/Business Owners Name: Jane Campbell

Contact Details of Business:

Telephone No: 07881 613104

Email address: janectherapies@gmail.com

Address: 19 Kinnairdie Avenue, Dingwall

The Purpose of processing Personal Data

To provide a full professional service, I will need to gather and retain certain personal information. Jane Campbell Complementary Therapies will only use this information to provide the service in which you have requested.

Legal Requirements Required by Law

Balens Ltd is my insurance provider, who, require a certain amount of information about yourself in order for me to provide the service you require. This information is never shared with a third party unless requested by law. However, this information is required to be kept on file for 7 years from the date of your last therapy session.

What information I hold and how I use it

I collect the following information, so I can fulfil my services:

- Name: So, I can identify the person who is booked for services, this is a legal requirement.
- Address: I need this information as a legal requirement.
- Email Address: For booking appointments online and receiving appointment reminders and if you would like to be on my mailing list for newsletters.
- Contact Information: So I can call you to book/cancel or rearrange appointments; also for appointment reminder texts.
- Your Doctors Details: I need this information for referrals and as a legal requirement.
- Personal Medical Details: So that I can make sure that the service I provide is suitable for you and that any medical issues can be identified prior to treatment. This is also required by law.
- Opt-In: by ticking this option will mean that your details are used to send future offers and promotional services which link to your interest.

Protecting/ Destroying 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 I collect from you.

I will contact you using the contact preferences you give me in relation to:

- Appointments
- Newsletters (*you may unsubscribe from this at any time by using the unsubscribe button on the newsletter or emailing janectherapies@gmail.com*)

Once your personal information becomes obsolete I will destroy your personal information by shredding as my records are kept as paper-based. Your email address will be deleted with any saved attached information.

Your Rights

You may choose to restrict/view your personal information in the following way: If you have previously agreed to me using your personal information for direct marketing purposes, you may change your mind at any time by opting out; please email janectherapies@gmail.com.

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 must keep your records of treatment for 7 years 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 as a legal requirement by law.

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.