



## **GDPR PRIVACY POLICY**

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This policy is set to explain how and why we collect any personal data about you

### **What information about you do we need for our records?**

- Contact details including name/s, telephone number, postal address and email address
- Demographic information such as gender, date of birth, occupation
- Medical history to ensure treatment/s can be carried out safely
- Lifestyle information such as stress levels, exercise and diet habits, etc.

We will also require that you fill out a consultation form to ensure that the treatment you are about to have is safe to go ahead with. This information will be reviewed at every appointment to ensure there are no changes. This form will also include any medication that you are currently taking.

### **Why do we need all of those details?**

We require the above information to ensure that it is safe for us to carry out the treatment(s) you require and to also ensure that we are working in adherence to our insurance policies. Our lawful basis for processing this personal information is 'contract', this means that we have a legal reason to ask you for your data because we need it for contractual reasons. In order for us to fulfil our part of the contract (carry out treatment). You must fulfil your part of the contract (share your personal information).

You do not have to share your personal data with us, but if you do not, we cannot, unfortunately offer you any treatments.

### **How long will we keep your information?**

Your information will be stored for 7 years after the date of your last treatment.

### **Marketing**

With your permission we may also use your data for marketing purposes, which may include contacting you by your chosen method(s): SMS, telephone, email or post. All clients must opt-in in order to receive such marketing and the opportunity to do so will be given during your treatment consultation. We will not send you any unsolicited marketing or spam and will take all reasonable steps that we fully protect your rights and comply with our obligations under GDPR and the Privacy and Electronic Communications Regulations 2003.

### **Who can I complain to if I feel my data is not being handled correctly?**

If you have any questions regarding this privacy policy or any information that we have on you, please contact us via the contact details at the top of this page. You have a right to complain if you do not feel we are handling your data correctly; please contact us by the contact details above. If you are unhappy with our response you should then contact the ICO (independent commissioner's office) by contacting them or using the following web page <https://ico.org.uk/concerns/>