

Purpose of privacy notice

The processing of personal data is governed by the General Data Protection Regulation 2016/679 (the GDPR) which gives more rights to you as an individual and more obligations to organisations holding your personal data.

This concerns your right to be informed, which means giving you more information than I do now about the way in which I use, share and store your personal information. This means that I have posted a privacy notice so you can access this information, along with information about the increased rights you have in relation to the information I hold on you and the legal basis on which I am using Data.

Who are we?

Valerie Shipp is the data controller for www.cumbriatherapies.com. I endeavour to conform to the new GDPR requirements and only hold data appropriate to the therapy that you request so that I have sufficient background to provide you with the best possible care.

This policy applies to Valerie Shipp only. **I do not employ any practitioners or therapists.** However, I do refer client enquiries to therapists who rent consulting rooms from Cumbria Therapies and who also comply with the GDPR requirements.

Whose information does this privacy notice apply to?

This privacy notice applies to information I collect from: clients, prospective clients, former clients, supervisees, therapists and visitors to my website.

What is personal data?

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession. Examples of personal data I may hold about you include your contact and appointment details.

Information to be held:

- basic details such as name, address and contact details
- details of contact I have had with you
- health information including current medical information, lifestyle, supplement and medicine details.

I use this information in order to provide treatment and refer to appropriate therapists within the Cumbria Therapies group. This means that the legal basis of my holding your personal data is for legitimate interest. I will not share your

details with anyone else without obtaining your explicit consent.

I retain your personal data for the period defined by my insuring body which is up to seven years. In this case the legal basis of my holding your personal data is for contract administration.

I always aim to protect your personal data, including any health and contact details, in a manner which is consistent with my duty of professional confidence and the requirements of the General Data Protection Regulation (GDPR) concerning data protection.

Your personal client record files are not electronically recorded, paper records are kept in a locked filing cabinet and are not accessed by anyone other than Valerie Shipp. The electronic records used are your contact details: email address and telephone numbers are only used to contact you regarding appointment scheduling or specific questions you may have regarding treatment.

Special category data is a sub-category of personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a person's sex life or sexual orientation. Examples of special category data I may hold about you include your patient notes.

How do I process your personal data?

I comply with my obligations under the GDPR by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data. I use your personal data for the purposes set out below.

Sections 1-5 apply to my clients, prospective clients, and former clients.

1. I use your name, address, telephone number and email address to answer any queries, refer to the appropriate therapist within the Cumbria Therapies group or make appointments with you.
2. I use your name and email address only if we have your explicit consent to send you news about the practice.
3. Some clients and prospective clients tell me about their medical conditions and medication by email or online enquiry forms. I only retain this data long enough to answer any questions. Any e-mails you send are held by Webmail

which is password protected, as are all devices upon which the e-mails are accessed. These are only accessed by Valerie Shipp the data controller.

4. Any text messages you send are received by Valerie Shipp the data controller on a secure, password protected device.

5. I keep accident records for any patients, or visitors who are involved in accidents at my clinic in accordance with UK Health and Safety legislation including the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) to comply with the law and to secure evidence in the event of criminal proceedings, civil litigation, an insurance claim or complaint.

Website

By visiting www.cumbriatherapies.com (my site) you are accepting and consenting to the practices described in this policy.

I collect information about your computer and about your visits to and use of this website, such as your IP address, geographical location, browser type, referral source, length of visit and number of page views this helps me to improve the service I provide through our website.

By continuing to use my site, you are agreeing to my use of cookies, many internet browsers will offer you the option to accept or decline these. Any changes I make to my privacy and cookie policy will be posted on this page. Please check back frequently to see any changes to my privacy and cookie policy. There may be instances where my website features social sharing buttons, which help share web content directly from web pages to the respective social media platforms. You use social sharing buttons at your own discretion

My website is hosted and managed by UKDedicated LTD. For more information about how they process data, please see their privacy notice.

Sharing your personal data

Your personal data will be treated as strictly confidential, and will be shared:

- with named third parties with your explicit consent;
- with the relevant authority such as the police or a court, if necessary, for compliance with a legal obligation to which I am subject e.g. a court order;
- with your doctor or the police if necessary, to protect yours or another person's life;
- with the police or a local authority for the purpose of safeguarding children or vulnerable adults; or
- with my insurance company in the event of a complaint or insurance claim being brought against me; or

- my solicitor in the event of any investigation or legal proceedings being brought against me.

For further details about the situations when information about you might be shared please see the Information Commissioner's website at <https://ico.org.uk/for-the-public/personal-information/sharing-my-info/>

How long do we keep your personal data?

I keep your personal data for no longer than reasonably necessary. After the retention period is over, I destroy personal data in accordance with GDPR rules.

Your rights and your personal data

Unless subject to an exemption under the GDPR, you have certain rights with respect to your personal data as set out below.

- The right to request a copy of your personal data which I hold about you.
- The right to request that I correct any personal data if it is found to be inaccurate or out of date.
- The right to request your personal data is erased where it is no longer necessary for us to retain such data.
- The right to withdraw your consent to the processing at any time. This right does not apply where we are processing information using a lawful purpose other than consent.
- The right to request that I provide you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), (where applicable) [This right only applies where the processing is based on consent or is necessary for the performance of a contract with you and in either case if I am processing the data by automated means].
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing.
- The right to object to the processing of personal data, (where applicable) [This right only applies where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official authority); direct marketing and processing for the purposes of scientific/historical research and statistics].
- The right to be informed if your data is lost. I shall also inform the Information Commissioner's Office in accordance with the time limits in the GDPR.

- The right to lodge a complaint with the Information Commissioner's Office.

For further details about these rights please see the Information Commissioner's website at <https://ico.org.uk/for-the-public/is-my-information-being-handled-correctly/>

Further processing

If I wish to use your personal data for a new purpose, not covered by this Privacy Notice, then I will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, I will seek your prior consent to the new processing.

Contact Details

To exercise all relevant rights, queries or complaints please in the first instance contact Valerie Shipp at valerie@souldeephealing.com

You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

END OF PRIVACY NOTICE