

# Privacy Policy

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This privacy policy explains what personal data is and how I, Deborah Iles, use any personal data I collect about you during consultations or when arranging appointments.

## **1. Information about The Garden Room Holistic Therapies**

The Garden Room Holistic Therapies is a trading name for Deborah Iles Therapies, owned and run by me, Deborah Iles.

I, Deborah Iles, am the data controller and processor.

The main trading address is:

Montana, Forge Hill, Lydbrook, Gloucestershire GL17 9QS

## **2. What is personal data?**

Personal data is information relating to an identified or identifiable natural person, such as name, age, address, date of birth, gender and contact details.

Personal data may contain information that is known as 'sensitive' data. This may be information relating to an individual's health, racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic and biometric data, or data relating to or sexual orientation. Data relating to criminal convictions and offences is also considered sensitive data.

A list of personal data required for the purposes of The Garden Room Holistic Therapies is listed in section 3 below.

## **3. What information do I collect about you?**

Information is taken about you when you contact the Garden Room Holistic Therapies to arrange a treatment or for advice relating to matters thereof.

I, Deborah Iles, will process the categories of data below for the performance of any contract with you to provide and, if you agree, to email you about other products and services which think may be of interest to you.

Personal data such as:

- Name
- Date of birth
- Gender
- Address
- Email address
- Telephone number
- Personal Medical and health information
- Lifestyle choices relevant to holistic treatments
- Payment information – payment card details are not stored.

Personal data such as health and details of historic medical issues, if taken, will be used by Deborah Iles to inform any treatment for the benefit of the client. This information is used to identify any potential contra-indication and safety issues for the client and therapist.

If you object to the collection and use of your personal data The Garden Room Holistic Therapies may be unable to provide you with products and services.

#### **4. How will the information about you be used?**

The information you supply during the initial and subsequent consultations will inform the treatment protocol and highlight any contra-indications or health issues. These are currently paper-based consultation forms, which will be securely stored at the office of The Garden Room. Contact information may also be used to follow up any treatments or to advise you of any additional treatments or products that could help you.

All client information is confidential and as such shall not be discussed with any third party unless expressly requested by the client, for example when working alongside other health practitioners. The Garden Room Holistic Therapies will not share any of your information for marketing purposes.

#### **5. Marketing**

Occasionally you may be contacted with information about products and services. If you have consented to receive marketing, you may opt out at a later date.

#### **6. Data retention**

The Garden Room Holistic Therapies will retain your personal data at the end of any contractual agreement for a period of ten years as this is the current legal requirement.

## 6. Your rights

These rights are known as Individual Rights under the Data Protection Act 2018. The following list details these rights:

- The **right to be informed** about the personal data being processed
- The **right of access** to your personal data
- The **right to object** to the processing of your personal data
- The **right to restrict** the processing of your personal data
- The **right to rectification** of your personal data
- The **right to erasure** of your personal data is not possible until ten years has elapsed due to legal reasons
- The **right to data portability** (to receive an electronic copy of your personal data).

The retention of data is necessary where required for informing treatments, health and safety, contractual, legal or regulatory purposes.

## 7. Access to your information and correction

If you would like a copy of some or all of your personal information, please email [deborahilestherapies@gmail.com](mailto:deborahilestherapies@gmail.com) or write to me at the following address: Montana, Forge Hill, Lydbrook, Gloucestershire GL17 9QS

As mandated by law I will not charge a fee to process these requests; however if your request is considered to be repetitive, wholly unfounded and/or excessive, I am entitled to charge a reasonable administration fee.

## 8. Cookies

Cookies are text files placed on your computer to collect standard internet log information. NO COOKIES ARE USED ON THIS WEBSITE.

## 9. Other websites

This privacy policy only applies to The Garden Room Holistic Therapies website so when you link to other websites you should read their own privacy policies. The hosting company for this website, Squarespace, is fully compliant with GDPR.

## **10. Changes to this privacy policy**

This privacy policy shall be reviewed at regular intervals and any updates will be placed on this web page. This privacy policy was last updated on 4<sup>th</sup> June 2018.

Please contact me if you have any questions about our privacy policy or information I hold about you.

## **12. Complaints**

If you are dissatisfied with any aspect of the way in which I process your personal data please contact me using the details above. You also have the right to complain to the UK's data protection supervisory authority, the Information Commissioner's Office (ICO). The ICO may be contacted via its website which is <https://ico.org.uk/concerns/>, by live chat or by calling their helpline on 0303 123 1113.

Revised: 4<sup>th</sup> June 2018