

PRIVACY POLICY

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Background

Self-Care Society understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of everyone who visits this website, www.selfcaresociety.co.uk, or who is treated by the business. I do not collect personal data about you unless you contact me or book through the website directly. Any personal data I collect will only be used as permitted by law.

What is Personal Data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the “GDPR”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’.

Personal data is, more broadly speaking, any information about you that enables you to be identified. Personal data covers more obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

From 25th May 2018, the new Data Protection Act 2018 came into place, and it is my duty to inform you what data Self-Care Society holds about you, how it is used, who I might share it with and when your personal data will be destroyed.

What information does Self-Care Society hold and how is it stored?

Self-Care Society requires all clients to complete a client intake form which contains personal information including names, DOB, email, address, GP practice and emergency contact information. This is stored as a means of contact to both you the client, and to any relevant third parties that require to be notified in the event of you falling unwell during treatment.

Client intake forms are completed online and then printed and taken to your session to sign. I will have your intake form with me at every session in the event of a medical emergency and to log session notes. After your session, your intake form is put back into its designated folder and securely locked in the office filing cabinet.

Set-up photos in your home are used as marketing material on public social media platforms, with your consent. You can opt out of marketing photos being taken on the final page of your intake form.

In some instances, it may be necessary to hold additional medical information in the event that a contraindication is present. This information is contained in a signed indemnity waiver and updated in your treatment notes.

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Personal & health related data

All clients/patients must complete a consultation form (client intake form), so Self-Care Society has a full understanding of your medical and health history. This I need for insurance reasons, but it is also an invaluable measure to ensure that it is safe to treat you. Only through understanding our clients medical history and current ailments or musculoskeletal conditions can a bespoke session plan be created. Treatment will not go ahead unless Self-Care Society can collect and store these details.

Treatment Records – these are my notes detailing what I have found in my assessments, what treatment I have given you and how you felt immediately after that treatment. Treatment will not go ahead unless Self-Care Society can collect and store these details.

It is a condition of my Insurance Policy to take and retain client records for at least 7 years following the last occasion on which treatment was given. In the case of treatment to minors, records shall be kept for 7 years after they reach the age of majority (18).

I may need to share your data with authorised legal, regulatory and insurance authorities, if required to defend myself. This will be the professional membership body I am registered with and the insurance company I hold my professional indemnity/public liability insurance with. After 7 years following the last occasion on which treatment was given, I will destroy all of your records by means of shredding.

How and where do I hold your data?

Since July 2020 patient information is stored on Cliniko (patient software package). Cliniko treat security of information as a priority. Data is backed up automatically and kept in ultra-secure facilities.

Rights of the client

You have:

- 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;
- The right to data portability (to receive an electronic copy of your personal data);

Invest in yourself

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Rights of Self-Care Society

In exercising your Individual Rights, you should understand that in some situations I may be unable to fully meet your request, for example if you make a request for me to delete all your personal data, I may be required to retain some data for taxation, legal, regulatory and insurance purposes.

You should understand that when exercising your rights, a substantial public or vital interest may take precedence over any request you make. In addition, where these interests apply, we are required by law to grant access to this data for law enforcement, legal and/or health related matters.

Complaints

If you are dissatisfied with the way in which I process your personal data, you 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.

How to contact me

If you have any questions regarding the use of your data and your Individual Rights, please contact me on 07541928185 or selfcaresociety.abz@gmail.com

Invest in yourself