



Privacy and Consent Notice

GENERAL DATA PROTECTION REGULATION (GDPR)

GDPR is bringing in new legal protection for personal information from 25th May 2018. This privacy and consent notice will tell you what personal information I gather via my website and why, and what your rights are.

Practitioner's Name & Contact Details:

Name: *Gaia School of Natural Health (Carolyn Roberts)*

Contact Telephone number: *07932 063576*

Email: *gaia@carolynroberts.co.uk*

Address: *15 Grange Crescent
Childer Thornton
Ellesmere Port
CH66 5NA*

Data Controller Contact Details:

As above

The Purpose of processing Client Data

I take basic contact details and information via my website to allow me to contact you and handle bookings.

Lawful Basis for holding and using case study Information

As a full member of the Association of Reflexologists, I abide by the AoR Code of Practice and Ethics. The lawful basis under which I hold and use your information is:

- a. my legitimate interests i.e. my requirement to retain the information in order to provide you with the most appropriate training, follow up support, and advice



- b. If you submit case studies as part of my reflexology training course, these will include health related information and in this instance my requirement is to hold this information until I cease to offer training courses or for 8 years after you have attended my course (as required by my insurance), as this information may be required in the event of an insurance claim made in relation to your training.

You are required to get signed privacy statements from any person you keep records on, including case studies. You will be required to submit a copy of this privacy statement along with any case study submitted to your tutor.

As I may hold special category data (i.e. health related information) about you, the **Additional Condition** under which I hold and use this information is for me to fulfil my role as a Reflexology trainer bound under the AoR Confidentiality as defined in the AoR Code of Practice and Ethics.

What information I hold and what I do with it

In order to give professional learning opportunities and follow up support to students the following information will be held:

- Your contact details
- Case studies submitted (if relevant)
- Copies of certificates issued and records of students' progress.

will NOT share your information with anyone else (other than with:

- An internal verifier
- An external verifier (normally someone from the Awarding Body)
- The Awarding body
- The Association of Reflexologists (if required for quality verification purposes),

or as required for legal process, or on your request to confirm that you have completed my course satisfactorily) without explaining why it is necessary, and getting your explicit consent.

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

- Providing you with additional supporting material for the course
- Reflexology information or information related to health
- Future training events, special offers and promotions (you may unsubscribe from this at any time)

Your data will not be transferred outside the EU without your consent.

Protecting 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 managerial procedures to safeguard and secure the information we collect from you.

I will contact you using the contact preference/s you have given me.

Your Rights

GDPR gives you the following rights:

- The right to be informed: To know how your information will be held and used (this notice)
- The right of access: To see your practitioner's records of your personal information, so you know what is held about you and can verify it.
- The right to rectification: To tell your practitioner to make changes to your personal information if it is incorrect or incomplete
- The right to erasure (also called "the right to be forgotten")
- The right to restrict processing of personal data: You have the right to request limits on how your practitioner uses your personal information
- The right to data portability: Under certain circumstances you can request a copy of personal information held electronically so you can reuse it in other systems
- The right to object: To be able to tell your practitioner you don't want them to use certain parts of your information, or only to use it for certain purposes
- Rights in relation to automated decision-making and profiling
- The right to lodge a complaint with the Information Commissioner's Office: To be able to complain to the ICO if you feel your details are not correct, if they are not being used in a way that you have given permission for, or if they are being stored when they don't have to be.

Full details of your rights can be found **at <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>**.

If you wish to exercise any of these rights, please email me at the email address above.

If you are dissatisfied with the response you can complain to the Information Commissioner's



Office; their contact details are at: www.ico.org.uk

Practitioner's Rights

Please note:

If you don't agree to your practitioner 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 practitioner may not be able to treat you.

Your practitioner has to keep your records of treatment for a certain period 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.

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.