

Privacy Policy for MeTime Holistics

Rationale

A privacy policy is a document for my clients, customers and website visitors regarding their personal data which I collect, use and store for the purposes of providing a safe quality service. This policy also details who else may access your data and what your rights are.

About Me

I am Debbie Adams, sole trader and owner of MeTime Holistics. I offer complementary therapies to clients in my treatment room, present workshops in community venues with the 'Be Well Doncaster' peer group service and offer therapies for carers with Crossroads Care. I am a Neal's Yard Remedies Organic consultant and my online shop is linked within my website www.metimeholistics.uk. I am registered as the 'controller' of your data with the Information Commissioners Office (ICO).

My promise to you

Protection of your personal data is important. Only data which is directly relevant to you receiving a safe quality treatment is collected. I do *not* share your data with any other parties, except if I have reason to believe that you or a third party may be at risk of serious harm, I am obliged to seek your permission to refer you to an appropriate agency for support.

What personal information I collect:-

- Data which *identifies* you personally such as your name, address or phone number when you receive or enquire about a treatment.
- Data which *is about* you such as your GP contact, emergency contact, health information (relevant to you receiving your treatment).
- Data about any purchases you may make via my online shop.

How I collect your personal information:-

- Verbally either face to face or by phone call
- Electronically by WhatsApp, SMS text, email, Facebook messenger or via the website contact form.

Why your personal information is collected and recorded.

- To allow us to contact each other should any changes or confirmations need to be made to your treatment or appointment time.
- For your safety should you take ill during your appointment, your emergency contact can be notified.
- Information regarding your health status, any mobility issues or any regular medication you may be taking is collected to enable any treatment adaptations to be made for your comfort and safety.

Where your personal information is stored:-

- Paper based information is stored in a locked filing cabinet in an upstairs office which is fully alarmed. The only person with authorised access to your information is myself.
- If you have messaged me by mobile phone or electronic message, your data will be stored on my mobile phone which is code locked and only used by myself.
- If you have emailed me, your data will be stored in MeTime Holistics email account which is password protected and I am the only person authorised for access.
- If you make a purchase from my online shop, your data will be processed by NYR organic.

I have various physical, electronic and procedural measures which are in place for confidentiality and to safeguard your personal data. This is a major consideration in every aspect of my business and service to you.

Your personal information is required by the Federation of Holistic Therapists (my professional body) to be stored for 10 years (unless you request it be deleted or destroyed). Paper based records will be shredded or burnt after 10 years of inactivity and electronic records deleted. Up until this point, the paper records are kept in deep storage in the loft space of my house which is accessed infrequently by myself or my husband. The house has a maintained security alarm system and cctv cameras.

Consent for this policy

A paper copy is available in the treatment room and you are invited to read it or take a copy to read later if you wish. At your first treatment, a General Data Protection Regulation (GDPR) procedure form describing what happens to your data is read and signed by you as part of your initial MeTime consultation record.

By using the metimeholistics.uk website or my online shop, you consent to this privacy policy. Please email me at metimeholistics@gmail.com if you would like an e-copy of this policy or if you have any questions or concerns.

In legal terms

Under the UK General Data Protection Regulation (UK GDPR), the lawful base we rely on for processing this information is:

Legitimate interests: the processing is necessary for your legitimate interests.

Purpose

- to enable communication between us regarding your appointment.
- to identify any contra-indications so that preventative action/s can be taken.
- To comply with our industry code of practice.

Necessity

- It is irresponsible and negligent for us to treat you without undertaking a health consultation beforehand because data from your consultation is used to design your bespoke treatment

Balancing test

- You reasonably expect the safest, most appropriate treatment for your needs and this is totally reliant upon the collection and processing of your personal data.

Your right under data protection law:-

- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, a response must be made within one month.

Please contact us at metimeholistics@gmail.com if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, please feel you can make a complaint to us in the first instance at metimeholistics@gmail.com. I attend to your concern as a matter of urgency.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>