

YOUR PERSONAL INFORMATION - GENERAL DATA PROTECTION REGULATION (GDPR)

This document tells you what personal information I hold and why, and what your rights are.

Therapist's Name/Identity: Louisa Andrews

Therapist's Contact Details: Louisa Andrews

Telephone No: 07809181984

Email address: louisa@louisakellyandrews.com

**Address: 46 Jersey Close, Basingstoke,
RG24 9PR**

The Purpose of processing Client Data

I hold and use client data to provide you with the best possible treatment options, support and advice. I may also need to share some information with tutors while completing any further development.

Lawful Basis for holding and using Client Information

The lawful basis under which I hold and use for information is my legitimate interests i.e. my requirement to retain the information in order to provide you with the most appropriate treatment options and advice

As I hold special category data (i.e. health related information), the **Additional Condition** under which I hold and use this information is:

- for me to fulfil my role as a health care practitioner
- I am 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

To give professional treatments and as part of any case studies, I will need to gather and keep potentially sensitive information about your health. I will only use this for informing treatments and any advice I give due to your treatment, in discussion with a tutor while part of any ongoing professional learning, and to generate an anonymised case study as required for any courses. The information to be held is:

- Your contact details
- Brief lifestyle profile
- Medical history and other health-related information
- Treatment details and related notes
- Reflective practice – my thoughts on how the treatments are progressing

I may contact you by email, phone, text or WhatsApp in relation to:

- Appointment times,
- ongoing care
- Information or information related to your health
- Special offers and promotions *(you may unsubscribe from this at any time)*

I will NOT share your information with anyone else (other than within my own practice, with any tutor or any examiner, moderator or verifier as required by any courses, or as required for legal process) without explaining why it is necessary and getting your explicit consent – see below.

If I am treating you as a case study, I have to share certain details with a tutor:

The information to be shared with my tutor would have all of your personal contact details removed and would include:

- Your first name or initials
- Age range & brief lifestyle profile
- Medical history and other health-related information
- Treatment details and related notes

- Reflective practice – notes on how I felt the treatments went My tutor will not be required to keep your information.
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I will keep your information for the following periods in line with the lawful basis listed above.

- a. 'claims occurring' insurance: (records to be kept for 7 years after last treatment)
- b. law regarding children's records (records to be kept until the child is 25 or if 17 when treated, then 26)

Protecting Your Personal Data

I am committed to ensuring that your personal data is secure. To prevent unauthorised access or disclosure, I have put in place appropriate technical, physical and managerial procedures to safeguard and secure the information we collect from you.

I will contact you using the contact preferences 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 therapist'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 therapist to make changes to your personal information if it is incorrect or incomplete.
- The right to erasure (also called "the right to be forgotten"):
For you to request your therapist to erase any information they hold about you

The right to restrict processing of personal data:

You have the right to request limits on how your therapist 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 therapist 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-protectionregulation-gdpr/individual-rights/>.

If you wish to exercise any of these rights, please use the contact details given 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

THERAPIST'S RIGHTS

Please note:

- I have the right 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
- I can move your records between their computers and IT systems, as long as your details are protected from being seen by others without your permission.