

## **HOLISTIC BLISS PRIVACY STATEMENT**

Holistic Bliss understands that your privacy is important to you and that we care about how your personal data is used. We respect and value the privacy of all of our patients/clients and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

### **1. Information About Holistic Bliss**

Type of business: Provides massage therapy treatments including sports and remedial massage, hot stone massage, Indian Head Massage, relaxation massage and Hopi Ear Candling

Registered Address: 7 Old Forge Gardens, Bierton, Aylesbury Bucks HP22 5DR

Data Protection Officer: Nicolette Hayers

Email address: enquiries@holisticblisstreatments.co.uk

Telephone number: 07935 924780

### **2. What Does This Notice Cover?**

This Privacy Information explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

### **3. 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, in simpler terms, any information about you that enables you to be identified. Personal data covers 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.

The personal data that we use is set out in Part 5, below.

### **4. What Are Your Rights?**

Under the GDPR, you have the following rights, which we will always work to uphold:

The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 11.

The right to access the personal data we hold about you. Part 10 will tell you how to do this.

The right to have your personal data rectified if any of your personal data held is inaccurate or incomplete. Please contact us using the details in Part 11 to find out more.

The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have. Please contact us using the details in Part 11 to find out more.

The right to restrict (i.e. prevent) the processing of your personal data.

The right to object to us using your personal data for a particular purpose or purposes.

The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.

Rights relating to automated decision-making and profiling. We do not use your data in this way.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 11.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

## **5. What Personal Data Do We Collect?**

We may collect some or all of the following personal data (this may vary according to your relationship with us):

Name

Date of Birth

Gender

Address

Email address

Telephone number/s

Occupation

Lifestyle

Medical History

Medication

Information relating to your medical condition

Any other information required to manage your condition

Your personal data may be obtained from the following third parties:

Medical insurance companies;

Other medical intermediaries including GPs and Consultants

## **6. How We Use Your Personal Data?**

Under the GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for our treatment of your condition, because you have consented to our use of your personal data, or because it is required by a third party for which you have given your permission. Your personal data may be used for one of the following purposes:

Support and manage your treatment.

To communicate with you regarding appointments, responding to emails or calls from you.

To communicate with you regarding payment for treatment either direct or through medical intermediaries and insurance companies.

To communicate with other medical intermediaries directly connected with your treatment with your permission.

## **7. How Long Do We Keep Your Personal Data?**

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data shall be kept for 7 years following the last occasion on which treatment was given in line with our professional bodies/associations including The Sports Massage Association and Balens Health Professionals. In the case of treatment to minors, the records shall be kept for 7 years after they reach the age of majority (18).

## **8. How and Where We Store or Transfer Your Personal Data**

We will only store or transfer your personal data in the UK. This means that it will be fully protected under the GDPR. Personal data will be stored in accordance with ICO guidelines.

## **9. Sharing of Personal Data**

We will not share any of your personal data with any third parties for any purposes, subject to the following exceptions:

Medical Insurance companies authorised by you.

Other medical practitioners authorised by you.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

If any of your personal data is required by a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law, as described above in Part 8.

If any personal data is transferred outside of the EEA, (in the event you are using a medical insurance company or intermediary based outside the UK) we will take suitable steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the GDPR.

## **10. How You Access Your Personal Data**

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a "subject access request".

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 11.

There is not normally any charge for a subject access request. If your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request within one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

## **11. How You Contact Us**

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details:

For the attention of: Nicolette Hayers

Email address: [enquiries@holisticblisstreatments.co.uk](mailto:enquiries@holisticblisstreatments.co.uk)

Telephone number: 07935 924780

Postal Address: 7 Old Forge Gardens, Bierton, Aylesbury, Bucks HP22 5DR

## **12. Changes to This Privacy Notice**

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be made available on our website: [www.holisticblisstreatments/privacy](http://www.holisticblisstreatments/privacy)