



## Privacy Policy

Cotswold Bodywork Therapies

The processing of personal data is governed by the General Data Protection Regulations 2016/679 (the GDPR). This legislation gives rights to you as an individual and obligations to organisations holding your data.

One of the rights is a right to be informed, which means I must give you information about the way in which I use, share and store your personal information.

I have written my privacy policy so that you can access this information along with information about the rights you have in relation to the information that I hold on you and the legal basis on which I am using it.

## Who Am I?

Cotswold Bodywork Therapies is the data controller. You can contact me at [ros@cotswoldbodywork.co.uk](mailto:ros@cotswoldbodywork.co.uk), Tel: 01793 750563, [www.cotswoldbodywork.co.uk](http://www.cotswoldbodywork.co.uk). This means that I decide how your personal data is processed and for what purposes.

## Whose information does this privacy policy apply to?

This privacy policy applies to information that I collect from:

Current, prospective and former clients and visitors to my website.

## What is personal data?

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into their possession. Examples of personal data I hold about you may include your contact and appointment details.

Special category data is a sub-category of personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership and the processing of genetic data, biometric data for uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation. Examples of special category data I may hold about you include your client notes.

**Cotswold Bodywork Therapies**

Ros Ivison

5, The Old Estate Yard, Down Ampney, Cirencester, Gloucestershire. GL7 5BD  
[www.cotswoldbodywork.co.uk](http://www.cotswoldbodywork.co.uk)

## How do I process your information?

I comply with my obligations under the GDPR by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

I store your information both electronically and on paper.

Please note that I am unable to send or receive encrypted e-mails, so that any e-mails I send or receive may not be protected in transit. I monitor any e-mails received, including any file attachments for viruses. Please be aware that you are responsible for any e-mail that you send to me and that it should be within the bounds of the law.

I use your personal data for the purposes set out below.

## Contact and Booking Information

I use your name, e-mail address and phone number to make bookings.

I keep a secure electronic record of all client appointments for tax purposes and in the events of any complaints.

## Health and Treatment Information

I receive information from clients and prospective clients regarding their medical conditions via e-mail and online enquiry forms.

I use this information as part of formulating a treatment strategy and treatment planning for your problem:

- presenting complaint
- relevant medical and family history
- health and wellbeing findings by me from various test that I have performed

I keep a written record of all treatments received, that details the treatment for that session, so that progress can be reviewed on a regular basis.

I also keep a record of any advice given, such as exercises to be performed between treatments, in case I need to refer you to another healthcare professional, so that you can receive the most appropriate treatment.

I also keep a copy of your consent to treatment, as proof that you have given informed consent to treatment, in cases of complaints.

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## Information that I may share with Others if needed

I keep a record of your GP's name and address, just in case I need to contact them in an emergency.

## Information about accidents

Cotswold Bodywork Therapies is based at 5, The Old Estate Yard in Down Ampney. This is a home-based practice, but as The Old Estate Yard is a complex of 8 houses, we run as a Management Committee, so we do have full public liability insurance to cover any accidents that may occur.

## Marketing

I do not use any of your information for marketing purposes. I do not send out newsletters. I prefer to undertake marketing in different ways that does not involve client information.

## Information about my website

My website is secure and I use a reputable webhost based in the UK.

I do use various health and contact forms on my website, to make it easier for clients to complete things online. These form notifications are sent to me via e-mail and I then print them off and keep paper copies that are then stored securely. The online forms are then deleted, so that no electronic information is stored at all.

## Sharing your personal data

Your personal data will be treated as strictly confidential and will be shared:

- with named third parties with your explicit consent;
- with the relevant authority such as the police or court, if necessary for compliance with a legal obligation to which I am subject e.g. a court order;
- with your doctor or the police if necessary to protect yours or another person's life;
- with the police or a local authority for safeguarding children or vulnerable adults; or
- with a solicitor in the event of any investigation or legal proceedings brought against me.

For further details about the situations when information about you might be shared, please see the Information Commissioner's website at <https://ico.org.uk/for-the-public/personal-information/sharing-our-info>.

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## How long do I keep your personal data?

I will keep your personal data for no longer than is reasonably necessary. I keep client records for a period of 7 years. Although, as a Structural Integration Practitioner, I do not have a regulatory authority as such, I do belong to the International Association of Structural Integrators and also the Complementary Therapists Association.

I will update any information I hold about you, such as change of address as soon as possible. You may request that changes are made to your contact details at any time.

When disposing of paper records, I do so by shredding.

## Your rights and your personal data

Unless subject to an exemption under the GDPR, you have certain rights with respect to your personal data as set out below:

- The right to request a copy of your personal data which I hold about you.
- The right to request that I correct any personal data if it is found to be inaccurate or out of date.
- The right to request your personal data is erased where it is no longer necessary for me to retain such data.
- The right to withdraw your consent to the processing at any time. This right does not apply where I am processing information using a lawful purpose other than consent.
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing.
- The right to object to the processing of personal data.
- The right to be informed if your data is lost. I will also inform the Information Commissioner's Office.
- The right to lodge a complaint if your data is lost. I will also inform the Information Commissioner's Office.

For further details about these rights, please see the Information Commissioner's website at <https://ico.org.uk/for-the-public/is-our-information-being-handled-correctly/>

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## Further Processing

If I wish to use your personal data for a new purpose, not covered by this Privacy Policy, I will provide you with a new policy explaining this new use prior to commencing the processing. Where and whenever necessary, I will seek your prior consent to the new processing.

## Contact Details

To exercise all relevant rights, queries or complaints, please contact me first at [ros@cotswoldbodywork.co.uk](mailto:ros@cotswoldbodywork.co.uk) or on Tel: 01793 750563.

You can contact the Information Commissioners Office on 0303 123 1113 or via e-mail <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

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