



LK Complementary Therapy Privacy Policy

Company name: LK Complementary Therapy

Contact Details: Lucy King **Tel:** 07506553782

Last updated: 15/09/2022

The type of personal information we collect

Personal information is any information that can be used to identify a living person.

LK Complementary Therapy currently collects and processes the following information:

- Name, address, date of birth, registered GP surgery, contact telephone number, email address, emergency contact details, health details, prescribed medications, self-prescribed medications, employee status, lifestyle factors and known allergies/sensitivities.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- When individuals enquire about available treatments and book an appointment with LK Complementary Therapy. Clients may contact LK Complementary Therapy via telephone/email.
- When completing an initial or follow up consultation form prior to any treatment taking place, to ensure you are safe to receive therapies.

We use the information that you have given us in order to:

- Ascertain if your chosen treatment option is safe for you to receive.
- Allow the therapist to gain a good understanding of your individual health/well-being and how therapies available with LK Complementary Therapy may help.
- Keep your safety at the forefront of our services at all times.
- To contact you if future bookings needs to be rearranged/cancelled/adjusted.

- To provide recommendations from the therapists professional knowledge in regards to your health and well-being.

The personal information you provide will not be shared with any other organisation or individuals.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting Lucy King, LK Complementary Therapy, Tel: 07506553782.
- (b) We have a contractual obligation.
- (c) We have a legal obligation.
- (d) We have a vital interest.
- (e) We need it to perform a public task.
- (f) We have a legitimate interest.

How we store your personal information

Your information is securely stored by LK Complementary Therapy.

We keep consultation forms, contact details and client treatment records/notes for 10 years, after your last treatment. We will then dispose of your personal information securely.

Your data protection rights

Under data protection law, you have rights including:

- 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, we have one month to respond to you.

Please contact us at LK Complementary therapy, 07506553782, if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at LK Complementary Therapy, 07506553782.

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>