Judith Kilgallon – Bowen and Complementary Therapist Customer Privacy Notice

This privacy notice tells you what to expect me to do with your personal information.

Contact details

Telephone – 07505 000724

Email – [judithkilgallonbowen@gmail.com](mailto:judithkilgallonbowen@gmail.com)

What information I collect, use, and why

I collect or use the following information **to provide client care and complementary therapy services:**

* Name, address and contact details
* Gender
* Date of birth
* Health information (including medical conditions, allergies, medical requirements, medication, and medical history)

I collect or use the following personal information for dealing with queries, complaints or claims

* Names and contact details
* Address

Lawful bases and data protection rights

Under UK Data Protection Law, I must have a lawful basis for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the Information Commissioner’s website

Which lawful bases I rely on, may affect your data protection rights which are in brief set out below. You can find out more about your data protections rights and the exemptions which may apply on the Information Commissioner’s website

* **Your right of access** - you have the right to ask me for copies of your personal information. You can request other information such as details about where I get personal information from and who I share personal information with. There are some exemptions which means you may not receive all the information you ask for
* **Your right to rectification** – you have the right to ask me to correct or delete personal information you think is inaccurate or incomplete
* **Your right to erasure** – you have the right to ask me to delete your personal information
* **Your right to restriction of processing** – you have the right to ask me to limit how I can use your personal information
* **Your right to object to processing –** you have the right to object to the processing of your personal data
* **Your right to data portability** – you have the right to ask that I transfer the personal information you gave me to another organisation, or to you
* **Your right to withdraw consent** – when I use consent as my lawful basis you have the right to withdraw your consent at any time

If you make a request, I must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact me using the contact details at the top of this privacy notice

My lawful bases for the collection and use of your data

My lawful bases for collecting or using personal information **to provide client care and complementary therapy services**

* Consent – I have permission from you after I gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you have the right to withdraw your consent at any time
* Legitimate interest: Information gathered which affects the treatment plan for each appointment

My lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

* Legitimate interests I collect or use your information because it benefits you, without causing an undue risk or harm to anyone. All of your data protection rights may apply

Where I get personal information from

* Directly from you

How long I keep information

Your data will be retained for the duration of your treatment plan and then for six years thereafter. If during the six-year period, you receive treatment from me then the retention period resets for the aforementioned period

Duty of confidentiality

I am subject to a common law duty of confidentiality. However, there are circumstances where I will share health and care information. These are where:

* You have provided me with your consent (I have taken it as implied to provide you with care, or you have given it explicitly for other uses);
* I have a legal requirement (including court orders) to collect, share or use the data;
* On a case-by-case basis, the public interest to collect, share and use the data overrides the public interest served by protecting the duty of confidentiality (for example sharing information with the police to support the detection or prevention of serious crime);
* If in England and Wales – the requirements of The Health Service (Control of Patient Information) Regulations 2002 are satisfied.

How to complain

If you have any concerns about my use of your personal data, you can make a complaint to me using the contact details at the top of this privacy notice.

If you remain unhappy with how I have used your data after raising a complaint with me, you can also complain to the Information Commissioner’s Office (ICO)

The ICO’s address is:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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