

## PRIVACY NOTICE

At Bodyscape Therapies, your privacy is our priority. We are committed to handling your personal data responsibly, in accordance with the Data Protection Act 1998 and the General Data Protection Regulation (GDPR), which came into effect in May 2018.

## YOUR PERSONAL INFORMATION – GENERAL DATA PROTECTION REGULATION (GDPR)

The GDPR introduced new legal protections for personal data. This notice outlines what personal information we collect, why we collect it, and how it is used to provide you with our services and meet legal and insurance obligations. It also explains your enhanced rights under GDPR and how you can exercise them.

**Therapist's Name:** Debbie Rice t/a Bodyscape Therapies (formerly known as Baby, Body and Sole)

**Telephone:** 07989 867839

**Email:** hello@bodyscape.co.uk

### Purpose of Processing Personal Information

In order to deliver professional and safe treatments, baby classes, and Pilates classes tailored to your needs, we must collect and retain potentially sensitive information about your health. This information enables us to provide you with the highest quality services.

We also collect basic contact details through our website and social media platforms (Facebook, Messenger, Instagram) to handle bookings and enquiries.

### Lawful Basis for Processing Client Information

As a member of the Association of Reflexologists (AoR), I adhere to the AoR Code of Practice and Ethics. The lawful basis for holding and using your information is my "legitimate interest" in providing you with the best possible treatment, classes, and advice.

For health-related data (a special category under GDPR), the lawful basis is my role as a healthcare practitioner, bound by the AoR's confidentiality rules as outlined in its Code of Practice and Ethics.

## **What Information is Held and How It's Used**

To provide treatments and classes, I will need to collect and retain the following information:

- Your contact details
- Medical history and health-related information (collected during your first consultation or before your first class)
- Treatment details and related notes (taken after each consultation)

Your information will be used solely to inform your treatments and provide appropriate advice. I will not share your data with third parties unless required by law or as part of my own practice (e.g., within the clinic I work with), and only with your explicit consent.

## **Retention of Information**

Your information will be stored for 7 years from your last appointment date, in line with my insurance requirements and the AoR Code of Practice and Ethics.

## **Protecting Your Data**

I take the security of your personal data seriously. To prevent unauthorized access or disclosure, I have implemented suitable technical, physical, and managerial procedures. Data is stored securely both electronically and in hard copy (in a locked cabinet, accessible during appointments/classes). Card payment details are processed and stored by third-party payment processors, not by me.

## **Communication Preferences**

I will contact you using the preferences you provide for the following purposes:

- Appointment or class confirmations and reminders
- Relevant information about your treatment or class
- Health-related updates

- News, special offers, and promotions (you can unsubscribe from these at any time)

We may also take photographs for use on our website, social media, and marketing materials. You have the option to opt in or opt out of these photos.

## Your Rights Under GDPR

You have several rights under GDPR, including:

- **The right to be informed:** Know how your information is collected and used (this notice).
- **The right of access:** View the personal information we hold about you.
- **The right to rectification:** Request corrections if your information is incorrect or incomplete.
- **The right to erasure:** Request that your data be deleted (the "right to be forgotten").
- **The right to restrict processing:** Limit how your information is used.
- **The right to data portability:** Request a copy of your data in a usable format.
- **The right to object:** Opt out of certain uses of your information.
- **Rights in relation to automated decision-making and profiling.**

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) if you believe your data is not being handled correctly. More information on your rights is available at [ICO - Individual Rights](#).

## My Rights

Please note:

- If you do not agree to my keeping records of your information, I may not be able to treat you or allow you to attend classes.
- I am required to retain your records for a specified period (7 years), even if you request deletion.
- I may transfer your records between devices and locations (e.g., from home to the clinic) as long as they remain protected.