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HOLISTIC
THERAPIES

BOWEN THERAPY
THE WALKER TECHNIQUE
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GDPR: General Data Protection Regulation Policy. September 2020.

This policy applies to information which I request and will collect from you as part of my business as an holistic therapist.

What information (data) is being collected?

As part of visiting me, or receiving distance healing from me as an holistic therapist I need to have a record of your personal details, date of birth, address, telephone numbers, email and relevant medical information relating to your consultation and treatment. Personal data about your presenting symptoms and treatment provided will also be documented in the form of hand-written notes. You may have access to this information at all times upon request.

I will need to keep your record and the hand-written notes for a minimum period of seven years after your last treatment, and in some cases, longer. Where your address, telephone numbers, or email change, I would ask you please to notify me as soon as possible in order that I may update my notes and your record.

All hand-written data will be held in a locked filing cabinet and no client files are left out on surfaces.

All hand-written data taken whilst on a mobile treatment will be transported in a locked bag. No notes are left unattended in a vehicle at anytime.

Who is collecting the data?

I will be collecting data at the start of your first session and at following sessions. Some appointment information may be requested by email or text message to ensure the smooth running of that appointment. On occasion, data from relevant medical notes, letters and scans may also form part of the data collected and held by me.

How is the data collected?

Other than information relating to your phone number, email address and the date or time of an appointment, which may be sent and received by email or text message, collection of data will happen via pen and paper note taking, and occasionally photographs, and letters by mail. No personal data will be collected via social media.

Where a physical meeting with you is not possible, data will be collected either via a secure meeting platform such as Zoom or WhatsApp or by phone.

Why is the data being collected?

Data is collected to record your condition and changes, to guide and progress the treatments provided, and to be able to communicate effectively with the you for the best outcomes. It is also

used to compare progress week to week and to highlight changes, any areas of concern, action to be taken and a record of treatment provided.

How will the data be used?

Data will be used to communicate appointments, session information, progress, and referrals (if necessary). I may also contact you about courses, training and events which I organise which may be of interest or benefit to you.

Who will the data be shared with?

Data is rarely communicated or shared outside of the clinical environment, however, there are some circumstances when it may be. Accordingly, data may be used to communicate or be shared with third parties:

- if I am under a duty to disclose or share your personal information to comply with any legal obligation; or
- if I am required to do so as part of my legitimate interests concerning matters relating to the services which I provide or have provided to you; or
- in response to a request from a governmental authority (including a regulator); or
- it is with your consent.

Where data is communicated or shared, personal data will be sent by post or email separately to your treatment information and a personal allocated reference code will be used to ensure you cannot be identified without the two pieces of data recording being put together.

In certain circumstances, I may ask your permission to share your experiences, on a no names basis, with the public (for instance for marketing purposes) in which case, I shall ask for your permission in writing (which includes email correspondence).

What will be the effect of this on you?

There should be no data leakage with regards to your data. No data will be shared with third parties without your permission, unless for the reasons given above. No data is sold to third parties for business reasons.

To prevent unauthorised access to your data, my phone is encrypted with a pin number / finger print recognition and my laptop is locked with a passcode. No sensitive and identifiable data is sent by email together in the same posting. Unique reference codes will be used.

Is the intended use likely to cause you to object or complain?

Data protection and privacy is taken seriously and this policy should not cause you to object or complain in relation to my use and retention of your data. If you do have any concerns or queries please contact me.

Mike Overend

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