

## Privacy Notice

Barbara Ann Rogers places a great importance on managing the personal details provided by her clients and ensuring compliance with the legal requirements specified within the General Data Protection Regulations 2018 (GDPR).

Client privacy is paramount and personal information will only be used for treatment purposes and will be held securely and never shared with any third parties without the client's express permission.

Please read this notice carefully and contact Barbara Ann Rogers directly should you have any queries or concerns.

### 1. Processing

- The following personal data may be collected for the purposes of delivering services to clients:
  - Full name
  - Address
  - Email address
  - Telephone number[s]
  - Health and wellbeing data provided freely by a client as part of a client consultation and in relation to the services and treatments they have agreed to receive.
- As the sole owner and sole Complementary Health Practitioner of the business only Barbara Ann Rogers will have access to all client data and information.
- Where a client is treated at the Breakspeare Clinic, Milton-under-Wychwood, the following data may be held on the Clinic electronic database: Full name, Address, Contact number[s], Email address, GP name and address.
- Client records may be stored in paper format and held securely at the insured business address.
- Electronic records will be stored securely, using encryption and additional password protection applied, as necessary.
- Electronic documents will be typically stored in their native file format.
- Electronic documents may be converted to .PDF format where practicable to do so.
- Information and records may be kept for up to 10 years.
- All records no longer required will be destroyed; paper records will be cross-shredded and electronic records will be electronically shredded.
- No records will be kept of clients' bank or debit/credit card details.

### 2. Consent

By directly contacting Barbara Ann Rogers at her business email address, as published on her website, individuals consent for Barbara Ann to correspond with them by email.

A client's consent to process their personal data will be requested at the start of working with Barbara Ann. Consent will be requested for aspects such as:

- Consent to have written feedback, where appropriate and practicable, to the email address supplied by the client.
- Consent to have a virtual meeting and/or consultation, where appropriate and practicable to do so.
- Consent to share only relevant information with a specialist third party where this relates to the treatment the client is receiving.
- Consent to be contacted following treatment; to ensure that the client is not suffering from any unexpected ill effects, and to check on the effectiveness of the treatment.
- Consent to receive a follow-up call or email 3 to 6 months following completion of their treatment, to check on their general wellbeing and to discuss how effective the course of treatments has been in addressing their concerns.
- Consent to supply a written or video testimonial in respect of Barbara Ann's services and how their name may be used on the business website and in other forms of marketing.
- Consent for Barbara Ann to contact clients from time to time about services, promotions and products, and how a client wishes to be contacted [email, phone, SMS].

Clients can change their preferences or remove their consent at any time by getting in contact with Barbara Ann.

**Barbara Ann Rogers**

Complementary Health Practitioner

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