



## **Miranda May Wellness and your personal information General Data Protection Regulations 2018 (GDPR)**

In accordance with GDPR we need to let you know a few things about how we use your personal information when you contact us:

- Please be assured that we will only use your contact details to reply to your initial enquiry
- We do not store or use this information in order to contact you with marketing material and we won't disclose any personal information you share with us to any third parties.
- We do not store any personal information about you on any computer, laptop or tablet device
- If you have contacted us by text, phone or email we will store your contact details on a password secured phone. Please let us know if you would rather we didn't keep your contact details on a mobile phone
- Should you choose to become a client of Miranda May Wellness, we will discuss and note down your medical history during your initial consultation. This will be in the form of a paper copy. We will explain to you how and why we keep paper records of your personal information. Once again this information is treated as strictly confidential and kept in a secure locked cabinet.

Who are we and how to contact: Miranda May Wellness

Website: [www.mirandamaywellness.com](http://www.mirandamaywellness.com)

Telephone: 07591525853

Email: [miranda@mirandamaywellness.com](mailto:miranda@mirandamaywellness.com)

Data controller/processor contact details: *Miranda Webb* (as above)

Please continue reading for the GDPR Privacy Statement for Miranda May Wellness



Miranda May Wellness  
Privacy Statement: Your Personal Information  
General Data Protection Regulation (GDPR)

GDPR 2018 provides legal protection for your personal information. This statement tells you what personal information we hold and why, and what your rights are.

Once you have read it please complete and sign the declaration at the bottom

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The purpose of processing client data: In order to give professional treatments we will need to gather and retain potentially sensitive information about your health. We will only use this information to advise you of the treatments available to you and associated recommendations concerning aspects of your health and wellbeing. When you contact us with your initial enquiry we will only use your contact details to reply to your enquiry. If an appointment does not result from your enquiry your details are destroyed. We do not store or use this information to contact you with marketing material and we won't disclose any personal information you share with us to any third parties.

Lawful basis for holding and using client information: The lawful basis under which we hold and use your information is a) our legitimate interests i.e. our requirements to retain the information in order to provide you with the best possible treatment options and advice. As we hold special category data (i.e. health related information) the Additional Condition under which we hold and use this information is b) for us to fulfill our role as health care practitioners bound under our regulatory bodies 'Confidentiality' clause as defined in their Code of Practice and Ethics.

What information we hold and what we do with it: In order to give professional treatments, we will need to ask for and keep information about your health. We will only use this for informing you about the treatments we offer, and for any advice we give as a result of your treatment. The information to be held is:

- Your contact details
- Medical history and other health related information
- Treatment details and related notes

We will NOT share your information with anyone else (other than as required for legal process) without explaining why it is necessary and getting your explicit consent.



How long we retain your information for: We will keep your information for the following periods:

- Claims occurring insurance for which we are required to keep our records for 7 years after the last treatment
- Law regarding children's records for which we are required to keep our records until the child is 25 years old, or if 17 years old when treated then until they are 26 years of age

We will not transfer your data outside of the EU without your consent, although you need to be aware that our email provider are based outside of the UK. They have committed to complying with all applicable privacy laws, including the GDPR.

Protecting your personal data: We are committed to ensuring that your personal data is secure. In order to prevent unauthorised access or disclosure we have put in place appropriate technical, physical and managerial procedures to safeguard and secure the information we collect from you. We will contact you using the contact preferences you give us in your first contact with us, and during your initial consultation, in relation to:

- Appointment times
- Treatment information or information related to your health
- To keep you up to date with our activities

GDPR gives you the following rights:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing of personal data
- The right to data portability
- information, or only to use it for certain purposes
- Rights in relation to automated decision making and profiling
- The right to lodge a complaint with the Information Commissioner's Office

Full details of your rights can be found on the ICO's website <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

If you wish to exercise any of these rights please use the contact details given above.

If you are dissatisfied with our response you can complain to the Information Commissioner's Office - their contact details are at [www.ico.org.uk](http://www.ico.org.uk)

Therapists Rights:

Please note



- If you do not agree to us keeping records of information about you and your treatments, or if you do not allow us to use your information in the way we need to for treatments, we may not be able to treat you
- We have to keep your records of treatment for a certain period of time as described above, which may mean that even if you ask us to erase any details about you, we may have to keep these details until after that period has passed

## DECLARATION

I have seen this document and understand that you will hold and use my personal information in order to provide me with the best possible treatment options and advice in line with the statements above. I have received a copy of this document.

Name:.....

Date:.....

Signature:.....

Note: for children under 16 a parental or guardian signature is required

We take your privacy very seriously and will only use your personal information for our own use and will never share it with third parties. From time to time we would like to contact you to keep you up to date on our activities. Please tick below how you would like us to contact you:

←Phone       ←Email       ←SMS/messaging service       ←Post

Please note: a copy of this document will be sent to you should you contact us via email, and a hard copy will be provided during your initial consultation in order to confirm that you have understood and accepted our privacy statement and your rights under GDPR.