

Willow Therapies

PRIVACY NOTICE

YOUR PERSONAL INFORMATION - GENERAL DATA PROTECTION REGULATION (GDPR)

GDPR has brought in new legal protection for personal information from May 2018. This document tells you what personal information I gather and why, and what your rights are. You will be asked to complete a signed declaration of agreement at our first face to face contact.

Name and Contact Details:

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Data Controller Contact Details: As above

The Purpose of processing Client Data

In order to provide professional complementary therapy treatments, I will need to gather and retain potentially sensitive information about you. I will only use this information for informing the therapy treatments and any associated recommendations concerning aspects of health and wellbeing which I will offer to you.

Lawful Basis for holding and using Client Information

As a full member of the:

- Federation of Holistic Therapists (FHT)
- Association for Solution Focused Hypnotherapists (AfsFH)
- National Council for Hypnotherapy (NCH)

I abide by the FHT Code of Conduct and Professional Practice and the Codes of Conduct, Performance and Ethics of the AfsFH and NCH.

The lawful basis under which I hold and use your information is:

- My legitimate interests i.e. my requirement to retain the information in order to provide you with the best possible treatment options and advice

As I hold special category data (i.e. health related information), the Additional Condition under which I hold and use this information is:

- For me to fulfil my role as a health care practitioner bound under the various requirements of the FHT, AfsFH and NCH

What information I hold and what I do with it

In order to provide professional complementary therapy treatments, I will need to ask for and keep information about your health. I will only use this for informing therapy treatments and any advice I give as a result of your treatment. The information to be held is:

- Your contact details
- Medical history and other health-related information (which I will take from you at first consultation)
- Session details and related notes (which I will take after each consultation)

Hypnotherapy clients will be asked for consent for their progress to be recorded on the password protected computer-based evaluation tool **CORP** (*Clinical Outcomes and Research Programme*). All data is anonymised and held on a secure password protected laptop.

All paper records are held in locked filing cabinets and held securely when in transit.

I will NOT share your information with anyone else, (other than as legally required), without explaining why it is necessary and getting your explicit consent.

If I am treating you as the result of a referral, I have to share certain details with the referring organisation. The information to be shared is:

- Treatment dates and locations
- Details re treatment cancellations or reschedules

This information will be password protected and anonymised using a referral code

How Long I Retain Your Information for

I will retain your information for insurance purposes as follows:

- For adult data, 7 years after the last occasion on which treatment was provided
- In the case of children, records will be kept for 7 years after they reach the age of majority (18). If the child is 17 when treated, then records will be held until age 26

Protecting Your Personal Data

I am committed to ensuring that your personal data is secure. In order to prevent unauthorised access or disclosure, I have put in place appropriate technical, physical and managerial procedures to safeguard and secure the information I collect from you.

I will contact you using the contact preferences you give me in relation to:

- Appointment times
- Appointment locations
- Complementary therapy information or information related to your health
- Special offers and promotions (*you may unsubscribe from this at any time*)

Your Rights

GDPR gives you the following rights:

- The right to be informed:
To know how your information will be held and used (this notice)
- The right of access:
To see your therapist's records of your personal information, so you know what is held about you and can verify it
- The right to rectification:
To tell your therapist to make changes to your personal information if it is incorrect or incomplete.
- The right to erasure (also called "the right to be forgotten"):
For you to request your therapist to erase any information they hold about you
- The right to restrict processing of personal data:
You have the right to request limits on how your therapist uses your personal information
- The right to data portability:
Under certain circumstances you can request a copy of personal information held electronically so you can reuse it in other systems

- The right to object:
To be able to tell your therapist you don't want them to use certain parts of your 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:
To be able to complain to the ICO if you feel your details are not correct, if they are not being used in a way that you have given permission for, or if they are being stored when they don't have to be

Full details of your rights can be found at <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 the response you can complain to the [Information Commissioner's Office](#); their contact details are at: www.ico.org.uk

Therapist's Rights

Please note:

- If you don't agree to your therapist keeping records of information about you and your treatments, or if you don't allow them to use the information in the way they need to for treatments, the therapist may not be able to treat you
- Your therapist has to keep your records of treatment for a certain period as described above, which may mean that even if you ask them to erase any details about you, they might have to keep these details until after that period has passed
- Your therapist can move their records between their computers and IT systems, as long as your details are protected from being seen by others without your permission