

Complementary Therapy Privacy Notice

Privacy Notice and Cookies

Having listened to those around me, I've been advised that I needed to put some information together to let my wonderful clients known just what I do with the Data I hold about them. It should come as no surprise that I don't do much with it other than use it to be able to contact you, but in the eyes of the law, here comes the legal bit.

The Data Controller

In relation to Data Protection, I am the Data Controller. This means I am the one collecting your Data and setting the rules of how it will be processed. I am committed to complying with the UK's Data Protection Law and the General Data Protection Regulation (GDPR) for the protection of Personal Data, as well as the principles of data security in the configuration of my services. If you are concerned about any of this, please speak directly with me or email me at mtmiroslavakrafcik@gmail.com and I'll do my very best to respond to your questions and put your concerns to rest.

Data collected and processed?

I need to process your personal information for me to be able to contact you about treatments, including cancellations, should they happen. The lawful basis for the processing of your Personal Data is deemed to be in your 'Legitimate Interests'. I will only be in contact with you (via my website, email or telephone) to inform you of changes to planned treatments or simply to follow up with you to see if you want to book more. To do this, I need some information as follows;

- Name
- Email address
- Phone number
- Name of Next of Kin

- Next of Kin Phone Number

I will then process your details to enable me to send you relevant communications, about matters which I believe you're interested to know about. Any email communications I send will comply with the Privacy and E-communications Regulation (PECR).

No direct marketing activity will be undertaken.

How long will the Data be stored for?

Just to be clear, I will take steps to erase any Personal Data that is no longer necessary for the purposes for which it is collected or otherwise processed.

Sharing of Data with other Data Controllers/Processors

I do not share your Personal Data with any third parties at present. Should this ever need to change, I will contact you and advise you of the categories of recipients where I plan to send your information to. I will also advise if the information is to be sent to third countries and what safeguards exist (i.e. the existence of an Adequacy agreement in place with the Commission).

Website Visitors

When you visit my website, please be aware that I use [two] third-party services, [Google Analytics and A1WebStats] to collect standard Internet log information. Things like how long you visited me for, the pages you looked at, where you're based, and – in some cases – your company or organisation name using reverse IP Lookup. It's all useful for me in improving our website – and all processed in a way that doesn't identify you personally. You can find out more about how I use Cookies further below (and it doesn't involve a cup-of-tea!)

Your Rights

Under the General Data Protection Regulation (GDPR), you have a number of rights, which you are free to exercise at any time. These rights are;

- Right of Access by the Data Subject (Subject Access Request)
- Right to rectification
- Right to erasure ('right to be forgotten')
- Right to restriction of processing
- Notification obligation regarding rectification or erasure of personal data or restriction of processing.

You have the right to request access to any personal information that I process about you and to request information I hold on you.

Subject Access request

As I said previously, I only need the information from you to be able to contact you or a nominated contact of yours either about our lessons or (shock!) in the event of an emergency. That said you can contact me and I'll let you know everything I have on you. There will be no charge for this 'Subject Access Request', but if you log multiple requests, or the request is seen as excessive in nature, then there may be a nominal charge which I will request to cover the administration of your request.

How You Can Access and Update Your Information

If you believe that I hold any incomplete or inaccurate data about you, you have the right to ask me to correct and/or complete the information, and I will strive to correct it as quickly as possible. If you think the information I hold is wrong, please get in touch and/or email me at

mtmiroslavakrafcik@gmail.com

Right to Complain

You have a right to complain. If you have a complaint about how I manage data protection in relation to you or if you feel I have breached your data privacy, then please let me know, so that I can investigate and address your concerns as quickly as possible. If you are still unhappy with my response, you have the right to complain to the Supervisory Authority, the Information Commissioner's Office (ICO). You can call the ICO direct on 0303 123 1113 or by visiting their website: <https://ico.org.uk/>.

Links to other Third-Party websites

This Privacy Notice only applies to me, and I am not responsible for and have no control over, information that is submitted to or collected by third parties, such as those where our website may provide links and banner advertisements to third-party sites. Since I do not control these websites, you are responsible for reviewing and abiding by the Privacy Policies of those third-party sites to ensure they comply with the applicable Data Protection Regulations.

Security Precautions In Place To Protect The Loss, Misuse Or Alteration Of Your Information

Please remember that non-sensitive details (your email address etc.) is transmitted over the Internet, and this can never be guaranteed to be 100% secure. As a result, while I try my best to protect your personal information, I cannot guarantee the security of any information you transmit to me, and you do so at your own risk. Once I receive your information, I make our best effort to ensure it is secure within my system. If you wish to know more about our security arrangements, please contact me.

Cookies

This site uses cookies – small text files that are placed on your machine to help the site provide a better user experience. In general, cookies are used

to retain user preferences, store information for things like shopping carts, and provide anonymous tracking of Data to third party applications like Google Analytics. As a rule, cookies will make your browsing experience better. However, you may prefer to disable cookies on this site and others. The most effective way to do this is to disable cookies in your browser. I suggest consulting the Help section of your browser or taking a look at the About Cookies website which offers guidance for all modern browsers. I may also store information about you using cookies (files which are sent by me to your computer or other access device) which I can access when you visit our site in future. I do this to provide you with the best user experience. If you want to delete any cookies that are already on your computer, please refer to the instructions for your file management software to locate the file or directory that stores cookies. Information on deleting or controlling cookies is available at www.AboutCookies.org. Please note that by deleting our cookies or disabling future cookies you may not be able to access certain areas or features of our site.

Changes to the Privacy Policy

Should there be any further development of my website, changes to Government Regulations or the implementation of new technologies, this Policy will be reviewed, and may change, from time to time. I reserve the right to change this Data Protection information at any time with effect for the future. The revised Policy will be posted to this page so that you are always aware of the information I collect, how I use it and under what circumstances I disclose it. I, therefore, recommend you reread the current Data Protection information from time to time.

Thank you for taking the time to read this. Hopefully, you've found it useful. For now, I'm off to hang around.

Love Miraslava