

Alena Standova

Back to Earth - Holistic Reflexology

(Trading names of Back to Earth)
Privacy Notice

Back to Earth is required to hold, maintain and process certain personal data about clients and participants of my courses for the purposes of providing the best services for the clients and satisfying its operational and legal obligations. From 25th May 2018 the processing of this personal information is governed by the General Data Protection Regulation (GDPR) 2018

Overview of my approach to data collection, storage and use

- I keep to a minimum the amount of information I hold about you.
- I use your data to respond to your enquiries about our services (the lawful basis for this is “Consent”) and to provide my services to you (the lawful basis for this is “Contract”). As your therapist I hold the written records of your treatments, personal details and case history. To be able to process your personal data it is a condition of any treatment that you give your explicit consent to allow Alena Standova to document and process your personal health data. Contact details provided by you such as telephone numbers and email addresses may be used to remind you of future appointments.
- I delete your data when it is no longer needed.
- I apply appropriate security mechanisms to protect your personal data.
- I have a secure method of disposal for back-ups, disks and paper notes.

For the definition of terms used within this Privacy Notice refer to the ICO website or look at the General Data Protection Regulation (“GDPR”). We suggest you start with the ICO website. Any questions you have about this Privacy Notice. Contact us via email on astandova@yahoo.co.uk

Type of data collected may include

- Names, addresses, e-mails and phone numbers provided by you
- Application forms for courses which included age range and information you have offered about yourself for the sake of your application.
- Health history and date of birth provided by you if attending the clinic
- Our website only collects standard fixed cookies

Sharing data

Back to Earth may share your contact details such as names and phone numbers with Cotswold Health Centre if you are attending the clinic there for the purposes of providing the best services for the clients and satisfying its operational and legal obligations. Please check CHC website for their Privacy Notice.

All other parties I use - including those who provide email are selected for, and monitored on, how they meet the requirements of current UK data protection legislation and the requirements of GDPR.

Where this includes storage or processing of information outside of the European Area (EEA), we include checks to ensure that compliance with the appropriate frameworks for exchange of personal data (such as the EU-US Privacy Shield) is in place.

I do not share or sell your data with anyone else.

Exemptions to the above are where we are asked to provide information as a result of a court order or to recover monies due. Also another exception may be in a serious or life threatening health condition / accident where such information is crucial to receiving appropriate and quick care.

How long is the data stored

I will store your personal information for a maximum of seven years after your last communication with me.

If you wish to stop hearing from me prior to that time then email astandova@yahoo.co.uk

Financial transactions between us might include some personal data. I am required to keep this information for the current financial year plus additional six years.

Data Security

The need to ensure that data is kept securely means that precautions must be taken against physical loss or damage, and that both access and disclosure must be restricted. I adhere to the following principles of data security:

- Prevent unauthorised access to personal or sensitive data, whether in paper or electronic form;
- Ensure its method of storing personal or sensitive data in any form is secure including the keeping of sensitive data in a secure room or secure lockable storage device and controlling access by personnel to such locations where data is stored;
- Ensure the hardware and software used in processing the data is reliable and protected against viruses and other electronic intruder devices;
- Put password protection on computers and central server systems on which data is stored and ensure that only authorised personnel are given details of the relevant password(s);
- Prevent computer screens from being overlooked by unauthorised persons;
- Have a secure method of disposal for back-ups, disks and printouts.

Right of Access to Information

All individuals who are the subject of personal data held by me are entitled to:

- Ask what personal data Back to Earth holds about them and why.
- Request a copy of personal data I hold about you
- Request that I correct any personal data which is found to be inaccurate or out of date
- Request that I erase any personal data where it is no longer necessary for me to keep that data
- Be informed what we are doing to comply with its obligations under the General Data Protection Regulation (GDPR)
- provide an individual with the right to access personal data relating to him / her which is held by me. This applies to data held electronically and also manual records that are held in a relevant filing system. Any individual who wishes to exercise this right should make the request in writing to Alena Standova, Cotswold Health Centre, 8a George Street, Stroud, GL5 3DX. The requested information will be provided within 30 days of receipt of the completed form, unless there is sufficient reason for delay. The right of access applies to all individuals for whom we hold personal data

How to change information or contact us about anything concerning our use of your personal data

If there are any changes in your details that you need to reflect, you need to check the accuracy of the details that we hold about you, or if you have any other questions about this privacy policy, email astandova@yahoo.co.uk

Your ultimate point of contact for all data protection matters the UK is the Information Commissioner's Office. See the Contact us page on the ICO website

last updated 19th May 2018