

GDPR Client Privacy Notice

Your personal information - general data protection regulation (GDPR)

This tells you what personal information I hold and why, and what your rights are.

Therapist's Name/Identity:	Sally Earlam
Telephone No:	07989 584425
Email address:	admin@sallyearlam.co.uk
Address:	7 Woodbastwick Road, London, SE26 5LG
Data Controller Contact Details:	As above

The Purpose of processing Client Data

I hold and use client data in order to provide you with the best possible learning experience, support and advice.

Lawful Basis for holding and using your Information

As a full member of the Association of Reflexologists, I abide by the AoR Code of Practice and Ethics. 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 most appropriate training, follow up support, and advice.

What information I hold and what I do with it

In order to give professional learning opportunities and follow up support to students the following information will be held:

- Your contact details
- Case studies submitted (if relevant). These must be submitted anonymously and will be deleted once marked
- Copies of certificates issued and records of students' progress.

Your personal contact details may be shared with the Association of Reflexologists (AoR) on completion of your course. The AoR may contact you to ask you to provide them with feedback on the course. This is part of the criteria for AoR CPD approval. (The AoR will only keep your information for 6 months and will only contact you in regards to feedback)

I will **not** share your information with anyone else (other than within my own practice, or as required for legal process) without explaining why it is necessary, and getting your explicit consent (see below).

I will keep your personal information for 5 years.

I may contact you by email, phone, text or WhatsApp in relation to:

- Providing you with additional supporting material for the course
- Reflexology information or information related to health
- Future training events, special offers and promotions (*you may unsubscribe from this at any time*)

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 we collect from you.

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 tutor'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 tutor 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 tutor 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 tutor 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 tutor 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.*

Tutor's rights

If you don't agree to your tutor keeping records of information about you and your learning, or if you don't allow them to use the information in the way they need to for completing the course, the tutor may not be able to issue your certificate of completion.

Your tutor can move their records between their computers and IT systems without your permission if your details are protected from being seen by others.

How to complain

If you have any concerns about our use of your personal information, please refer to our GDPR Complaints Procedure. This is available on my website, under the 'About' tab, or by request to admin@sallyearlam.co.uk