

Privacy Notice

Amanda Kirtland-Page trading as Bluestone Therapy

This notice explains what happens when we process your personal information. It covers when and why we collect personal information, how we use it and what we do with it.

All processing of personal data will be in line with the General Data Protection Regulation (GDPR) and in accordance with general UK legislation.

It is important for you to read this so that you are properly informed and are aware of your rights under the GDPR.

Personal data is any information by which an individual person can be identified. This includes a name, an identification number, address, email address, IP address, photo, date of birth and phone number. This also covers any factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of a person.

Processing includes collection, recording, organising, storage, adapting, retrieval, use, erasure or destruction.

We are committed to keeping your information securely and with respect.

For any information please contact:

Amanda Kirtland-Page
59 Lincoln Wood, Haywards Heath, West Sussex, RH16 1LH
Email: amanda@bluestonetherapy.co.uk
Phone: 07900 492 529

For independent advice about Data Protection issues you can contact:

Information Commissioners Office
Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
Email: casework@ico.org.uk
Phone: 0303 123 1113
Website: www.ico.org.uk

1. What Information do we collect?

We only collect information when we need it to provide our services, to promote our services, to maintain our accounts and records and comply with UK law.

For general enquiries by phone, email or the Contact Form on the website www.bluestonetherapy.co.uk:

- We will process your name, email and/or telephone number, the nature of your query and our reply.

For clients who register with us on the website www.bluestonetherapy.co.uk and purchase a product from us:

- We will process your name, email, telephone number and address, plus any other information necessary to fulfil your order.

For clients who undertake any of our Therapies or any other professional services, we are obliged by our professional bodies to keep good records of the services provided:

- We will process your name, address, email, telephone number and any medical or personal information needed to enable us to provide the service requested.
- Further information will be collected throughout the provision of the service as necessary.
- We shall request your written consent to enable us to keep any medical data. Without such consent we shall be unable to provide the service requested. See clause 5 below regarding Sensitive Data.

We may ask for your written consent to receive marketing materials from us that we believe would be of interest to you. It is totally optional if you wish to give this consent.

We also process personal information about our suppliers, employees, independent contractors, advisers and other professional experts.

2. Who will we share your data with?

We sometimes need to share personal information with other organisations that we work with or who provide services on our behalf. When sharing information, we will comply with all aspects of current data protection law.

Your data, including any Sensitive Data, may be shared with the Therapists or other expert contractors to the extent necessary for the provision of the agreed service.

Where necessary or required we share information with:

- Business associates and other professional advisers
- Financial organisations
- Current, past or prospective employers and employees
- Official bodies
- Suppliers and service providers, including persons contracted to supply courses and services at our workshops, retreat etc.

We never share personal information with any other organisation for third-party marketing purposes.

Third-parties will also have access to some of your information through your use of our website www.bluestonetherapy.co.uk on a limited basis. These may include Google Analytics, PayPal, Dropbox, DL Guard and our own current bank.

3. The Legal Basis for Processing

The legal basis for processing shall be:

- The individual has given consent to the processing of their personal information.
- The processing is necessary for the performance of a contract to which the individual is a party or in order to take steps at the request of the individual prior to entering into a contract.
- Processing is necessary to comply with our legal obligations.
- Processing is necessary for our legitimate interests, or those of a third-party, except where overridden by the interests of the individual, especially where a child is involved.

4. Consent and Children

Before any information is collected for a child, we will need to obtain Consent from a person who holds parental responsibility. A child is a person under 16 years of age.

5. Sensitive Data

It may be necessary to collect 'special categories of information relating to an identified or identifiable natural person' i.e. Sensitive Data.

This will only be done if necessary for the purpose of carrying out our obligations or exercising specific rights.

Sensitive Data includes racial or ethnic origin, religious or philosophical beliefs and mental or physical health.

We cannot collect or process this data without the explicit consent of the individual, unless there is an overriding legal or other obligation as provided in Article 9 of GDPR.

The individual will be requested to supply their consent in writing before any services are provided. This consent can be withdrawn at any time. This may include contacting your GP for relevant information to enable us to deliver the services.

If no consent is in place no services can be provided.

6. Security of Processing

We implement technical and organisational measures to ensure personal information processed remains secure but absolute security cannot be guaranteed.

7. How long will we keep your data?

Personal data is retained only as long as necessary to comply with statutory retention periods. At the end of those periods the data will be securely deleted, provided it is no longer required to fulfil the contract or any legal proceedings.

8. Failure to provide data

Sometimes the provision of personal data by an individual is required by law, or failure to provide can result in us being unable to conclude the contract agreed. If an individual should fail to supply such information we shall not be liable for the consequences of being unable to complete any contract.

9. Your Rights

We are committed to upholding your rights in respect of your personal data.

a. Right of Access

You have a right to ask us what personal information we hold about you and to request a free copy of your information. This is known as a Subject Access Request (SAR). SARs need to be in writing and we ask it is accompanied by proof of your identity and address.

If you want specific information (e.g. from a particular time frame) please clarify this in your SAR.

If someone is requesting information on your behalf, we shall need your written consent and proof of identity for both of you.

We have to supply you with the information you request within 30 days, although we will endeavour to do so as soon as possible.

b. Right to Rectification

You can ask us to rectify your personal data if it is inaccurate or incomplete. Please assist us by informing us of any obvious changes.

c. Right to Erasure

This is known as the 'right to be forgotten'. In some circumstances you can ask for your data to be deleted or removed from our systems. However, we will need to consider each case on its circumstances and it may be that we are obliged to retain the data under our legal and other obligations.

d. Right to Withdraw Consent

Where consent forms the basis of processing you have the right to withdraw that consent at any time.

10. Complaints

In the first instance please send any complaints to Amanda Kirtland–Page, as above. If you are not satisfied with the response, then you should contact:

Information Commissioners Office
Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
Email: casework@ico.org.uk

Phone: 0303 123 1113

Website: www.ico.org.uk

11. General

You may not transfer any of your rights under this Privacy Notice to any other person. We may transfer our rights where we reasonably believe your rights will not be affected.

This Notice will be governed by the laws of England and Wales.

This Notice will be updated from time to time and a copy of the latest version will be on our website.