

## GDPR Privacy Notice

When you supply your personal information to Rise Acupuncture & Massage Therapy they are stored and processed for 3 reasons. The parts in **bold** are the relevant terms used in the General Data Protection Regulation (ie the law).

1. I need to collect personal information about your health in order to provide you with the best possible treatment. Your request for treatment and my agreement to provide that care constitutes a **contract**. You can, of course, refuse to provide the information, but if you were to do that I would not be able to provide treatment.
2. I have a “**Legitimate Interest**” in collecting that information, because without it I couldn’t do my job effectively and safely.
3. It is also important that I can contact you in order to confirm your appointments with me or to update you on matters related to your medical care. This again constitutes “**Legitimate Interest**”, but this time it is your legitimate interest.

### Storage of Data

Your records are stored on paper in a locked filing cabinet at Gloucester Natural Therapies Clinic. The clinic is always locked and alarmed out of working hours.

### Legal obligation to store records and your right to ask for them to be deleted

I have a **legal obligation** to retain your records for 8 years after your most recent appointment (or age 25, if this is longer), but after this period you can ask me to delete your records if you wish. Otherwise, I may retain your records indefinitely in order that I can provide you with the best possible care should you need to see me at some future date.

### Sharing of data

I will never share your data with anyone who does not need access without your written consent. Only the following people will have routine access to your data:

- My reception staff at Gloucester Natural Therapies because they organise my diary, and coordinate appointments and reminders. Gloucester Natural Therapies only stores names, phone numbers and addresses.

### Your right to see what data I hold, and correction of errors

**You have the right to see what personal data of yours I hold, and you can also ask me to correct any factual errors. Provided the legal minimum period has elapsed, you can also ask me to erase your records.**

### Your right to complain

I want you to be absolutely confident that I am treating your personal data responsibly, and that I am doing everything I can to make sure that the only people who can access that data have a genuine need to do so.

Of course, if you feel that I am mishandling your personal data in some way, you have the right to complain. Complaints need to be sent to the **Data Controller** for Rise Acupuncture & Massage Therapy. These details are:

Luke Haines  
Rise Acupuncture & Massage Therapy  
riseacupuncture@outlook.com  
07841534678  
Gloucester Natural Therapies Clinic  
11a Kingsholm Road  
Gloucester  
GL1 3AY

If you are not satisfied with the response then you have the right to raise the matter with the Information Commissioners Office.