

PRIVACY POLICY

Samantherapy main trading address is: Worthing Road, East Preston, Littlehampton, BN16 1DE
Email: holistic@samantherapy.co.uk

INTRODUCTION

This privacy policy is to inform you about how and why Samantherapy, also referred to in this policy as 'we' and 'us' and 'our', lawfully processes information about you and how we collect, store and use information that we receive from you, or that you provide to us through our website or other third party hosted platforms to contact us, make an appointment and pay for services.

WHY IS INFORMATION REQUIRED

To provide safe and effective therapy treatments Samantherapy requires your contact details in order to arrange and manage appointments with you, plus information about your current health, medical history and your lifestyle. This information is only used to arrange your appointments and to provide you with an appropriate course of treatment.

Samantherapy is a registered therapist with FHT (Federation of Holistic Therapists) and abides by the code of conduct and professional practice requirements of its registered associations.

INFORMATION WE PROCESS ABOUT YOU

We may process different kinds of personal data about you. We have collated these into groups as follows: **Your identity** includes information such as first name, last name, title, date of birth, and other identifiers that you may have provided at some time. **Your contact information** includes information such as billing address, email address, telephone numbers and any other information you have given to us for the purpose of communication or meeting. **Your financial data** includes information such as your bank account and payment card details. **Transaction data** includes details about payments or communications to and from you and information about products and services you have purchased from us. **Your profile** includes information such as purchases or orders made by you, your interests, preferences, feedback and survey responses. **Marketing data** includes your preferences in receiving marketing from us; communication preferences; responses and actions in relation to your use of our services.

Samantherapy collects information from you when you first contact us via our website, third party media or by telephone and when you complete a 'New Client Intake Form' for your first appointment.

Signing your New Client Intake Form forms your agreement to allow Samantherapy to keep your details confidentiality abiding by current GDPR guidelines and you agree to Samantherapy contacting you via telephone, text message or email regarding your appointments and treatments with us. This may also occasionally include marketing and promotional updates of our service, products or availability. The option to unsubscribe is always available if you would no longer like us to contact you. You may withdraw your consent at any time by instructing us holistic@samantherapy.co.uk. However, if you do so, you may not be able to use our website or our services further.

Personal information we may collect from you is also required by us to provide you with our services, without which we may be unable to treat you such as:

- Name, date of birth, occupation address, email and telephone number
- GP and contact details
- Contact details in case of emergency
- Current and historic health conditions, such as current physical condition; aches and pains, stress, medication, illnesses, injuries, operations, allergies.
- Lifestyle including daily routines, diet, exercise
- Treatment plans and assessment notes recorded for each treatment
- Records of appointment and times

HOW WE USE YOUR INFORMATION

Samantherapy uses the information you provide to produce an appropriate safe and effective treatment. The information is also used as a reference for your subsequent treatments to enable us to assess improvement and modify treatment appropriately. Only with your consent, if Samantherapy suggests it appropriate that you be referred to another therapist or practitioner, will your treatment be discussed with another that therapist or practitioner. Other than for legal process, your information will not be shared or transferred with anyone else unless having obtained you explicit consent and the reasons why it may be necessary to share your information.

HOW LONG WE HOLD YOUR INFORMATION

Samantherapy is required to hold your information for a period of seven years following your last treatment with us. We will review our client records every annually and destroy any client records that are no longer within the timescale to be held. In the event of you requesting your records being erased we may be legally bound to keep the details until the period of time has elapsed.

Except as otherwise mentioned in this privacy notice, we keep your personal information only for as long as required by us:

- to provide you with the services you have requested.
- to comply with other law, including for the period demanded by our tax authorities.
- to support a claim or defence in court.

INFORMATION WE PROCESS BECAUSE WE HAVE A LEGAL OBLIGATION

Sometimes, we may process your information to comply with a statutory obligation. For example, we may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order. This may include your personal information.

FINANCIAL INFORMATION

Information relating to your method of payment is not taken by us or transferred to us either through our website or otherwise. At the point of payment, you are transferred to a secure page on the website of our payment provider Square. That page may be branded to look like a page on our website, but it is not controlled by us.

SECURITY POLICY

Samantherapy is committed to ensuring your information is kept secure to prevent unauthorised access or disclosure, procedures are in place to secure and safeguard information. Due to the nature of our business, Samantherapy retains paper based personal information, stored securely in a locked filing system, and has a duty of care to ensure it is disposed of confidentially and securely. Some information such as booked appointments along with your name, phone number and/or email address is held electronically on a password protected device such as mobile telephone or personal computer. A back up document containing client names, email and telephone number will be held in case of the event of a data breach in our security resulting in destruction, loss, alteration, unauthorised disclosure or access to personal data. In any such event Samantherapy is obliged to notify ICO if the breach risks the rights and freedoms of individuals. Samantherapy will also immediately notify those concerned. The GDPR provides the following rights for individuals:

- The right to be informed about your personal information being collected
- The right of access to personal information being held about you
- The right to rectification of any inaccurate or incorrect information about you
- The right to erasure of any information held about you
- The right to restrict how your information is used or shared
- The right to data portability, to obtain and reuse your information for your own purposes
- The right to object to parts of your information being used or shared for certain purposes
- Rights in relation to automated decision making and profiling.
- The right to withdraw consent at any time (where relevant)

COMPLIANCE WITH THE LAW

Our privacy policy has been compiled to comply with the law of the UK, in which we aim to do business. If you think it fails to satisfy the law, we should like to hear from you. However, ultimately it is your choice as to whether you wish to use our website.

COMPLAINTS

If you are not happy with anything in our privacy policy or you have any concerns on how we are handling your personal information, you have the right to contact the ICO at any time. You may contact them on the helpline: 0303 123 1113 or via the website <https://ico.org.uk/concerns/> However, we would appreciate the opportunity to talk to you about your concerns first, before you approach the ICO.

REVIEW OF THIS PRIVACY POLICY

We may occasionally update this privacy policy as necessary. The terms that apply to you are those posted here on our website on the day you use our website. We advise you to print a copy for your records. If you have any question regarding our privacy policy, please contact us at holistic@samantherapy.co.uk

This Privacy Policy only applies to the practices of Samantherapy and does not apply to the practices of any third parties that we do not own or control.