

Relax360 Privacy Policy

Company name: Relax360, owner Michelle Henty

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Please direct any enquiries relating to GDPR to the Data Controller: info@relax360.co.uk

Purpose of processing the Information I hold

In order to run my business efficiently, I require your contact information to organise bookings and payments. I need to be aware of any medical conditions that may affect the treatment I provide as some conditions are contraindicated or I may need to tailor my routine to suit individual needs. For insurance purposes I also require consent (signature).

Lawful Basis for holding and using Consultant Personal Data

The lawful basis on which I am holding and accessing your personal data is “legitimate interests”.

Legitimate interests is a technical term in data protection law which means I have a good and fair reason to use your data and I do so in ways which do not hurt your interests and rights. I require your data to pursue my legitimate interests in a way that might reasonably be expected as part of running my business and that does not materially impact your rights, freedom or interests.

What information I hold and what I do with it

For insurance purpose I use consultation and consent forms which include contact information and relevant details of your medical history. For day to day running of my business I require your name, email address and business address. I do not

How long will I keep your information for?

I will retain your details for as long as you are a client. For former clients I will hold the information for 6 years for insurance and tax purposes.

Data Security

I am committed to ensuring that your personal data is secure. In order to prevent unauthorised access or disclosure, my computer and phone are password protected. Paper records will be kept in a locked filing cabinet.

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 my records of your personal information so you know what is held about you and can verify it.*
- The right to rectification: *To tell me 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 me to erase any information I hold about you if you ask me not to hold it any more.*
- The right to restrict processing of personal data: *You have the right to request limits on how I use 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 me you don’t want certain parts of your information to be used 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.*

Full details of your rights can be found at <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>