



LKR THERAPIES PRIVACY NOTICE

This Notice describes how LKR Therapies will, use, share, retain and safeguard your personal data. LKR Therapies complies with their obligations under the General Data Protection Regulation (GDPR) by keeping personal data up to date; by storing (and destroying it) securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure, and by ensuring that appropriate technical measures are in place to protect your personal data.

WHAT IS PERSONAL DATA?

Personal data is information relating to an identified or identifiable person. Examples include an individual's name, age, and address, date of birth, gender and contact details. Personal data may contain information which is known as "special categories of personal data". This may be information relating to and not limited to, an individual's health, racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic and biometric data, or data relating to sexual orientation. Personal data may also contain data relating to criminal convictions and offences. For the purposes of safeguarding and processing criminal conviction and offence data responsibly, this data is treated in the same manner as special categories of personal data, where we are legally required to comply with specific data processing requirements.

PERSONAL DATA WE COLLECT

In order for LKR Therapies to provide and administer our services for you, we will collect and process personal data about you. We will collect your personal data where you request information about our services, promotions and events. You may be providing us with personal data when completing an enquiry form online from the website, when you contact us via telephone, when emailing us directly, when engaging over social media, when we provide you with a paper based form for completion prior to your first consultation and during the course of attending your appointments.

WHY DO WE NEED YOUR PERSONAL DATA?

LKR Therapies collects personal information about you because of their legitimate interest in providing you with the best possible treatment. Your



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contact details are kept in order to ensure that you can be contacted in regards to your appointments, follow up opportunities, or to give you additional information that may be beneficial to your health and wellbeing. You can request to not be contacted after your course of treatment has finished by letting LKR Therapies know via email (lkrtherapies@gmail.com).

USE OF YOUR PERSONAL DATA

LKR Therapies uses your personal data for the following purposes

- 🌿 To deliver the services that clients have requested;
- 🌿 To contact those clients as necessary in accordance with the services they have requested;
- 🌿 To contact clients via surveys to ascertain their opinions on the service they received from us;
- 🌿 To periodically contact clients with information that may be useful in terms of maintaining their health and well-being.
- 🌿 To maintain financial accounts and records.

SHARING OF PERSONAL DATA

LKR Therapies does not share your personal data with any third parties. The only exception to this is when required to do so by law, or otherwise with your expressed consent.

If you are attending appointments in a clinic setting, then the clinic and reception staff will have access to your essential contact details eg your name, phone number. This will only be used to contact you regarding your appointment. No other personal data will be accessible or used by the clinic.

There may be times when your recorded data is used for research purposes, or within a supervision setting. In this situation all data will be anonymised so that no individual client can be identified.

RETENTION OF YOUR PERSONAL DATA

In accordance with our need to maintain the possibility of access to client data as a result of returning clients or those who may wish to lodge a complaint in respect of our professional services to either our professional body or our insurers we retain client data for a minimum period of 7 years. After this time you can request for your records to be deleted. If no request is made



then your records will be kept indefinitely so that we can provide you with the best possible service if you were to resume using the services of LKR Therapies.

PROTECTING YOUR DATA

LKR Therapies will take all appropriate technical and administrative steps to protect the confidentiality, integrity, availability and authenticity of your data.

All electronic information is password protected on a computer, which only the owner of LKR Therapies has access to.

Your contact details such as address, phone number and email address are kept in a locked filing cabinet separate from your appointment notes that are transported to the clinic premises for use during your appointment. This means there is no identifiable contact details on your notes.

All paperwork records are kept securely in a locked filing cabinet when not in use.

If you are attending an appointment in a clinic setting, then an electronic booking system will be in use. The software company has their own strict policies regarding compliance to GDPR, back up of data and encryption. These policies can be available upon making a request to either the clinic receptionist or LKR Therapies via email.

YOUR RIGHTS

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

- 🌿 The right to be informed about the personal data being processed
- 🌿 The right of access to your personal data
- 🌿 The right to object to the processing of your personal data
- 🌿 The right to restrict the processing of your personal data
- 🌿 The right to rectification of your personal data
- 🌿 The right to erasure of your personal data;
- 🌿 The right to data portability (to receive an electronic copy of your personal data)



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As mandated by law LKR Therapies will not charge a fee to process these requests, however if your request is considered to be repetitive, wholly unfounded and/or excessive, we are entitled to charge a reasonable administration fee.

In exercising your Individual Rights, you should understand that in some situations we may be unable to fully meet your request, for example if you make a request for us to delete all your personal data, we may be required to retain some data for prevention of crime and for regulatory and other statutory purposes. You should understand that when exercising your rights, a substantial public or vital interest may take precedence over any request you make. In addition, where these interests apply, we are required by law to grant access to this data for law enforcement, legal and/or health related matters.

If you wish to exercise any of your Individual Rights, please contact LKR Therapies via email on lkrtherapies@gmail.com . LKR Therapies will respond within 30 days.

LKR Therapies takes handling your data correctly very seriously. If you have a concern then please do let LKR Therapies know. You also have the right to complain to the Independent Commissioner's Office (ICO) if you think there is a problem with the way we are handling your data
<https://ico.org.uk/concerns/handling>

DATA PRIVACY REPRESENTATIVE

The Data Privacy Representative is Leonie Remington, who may be contacted by email on lkrtherapies@gmail.com or by telephone 07951 623 656.