



GDPR: General Data Protection Regulation Policy. May 2018.

What information is being collected?

As part of visiting me as a Bowen and Massage Therapy Practitioner we will need to have a record of your personal details, date of birth, address, telephone numbers, email and relevant medical information relating to your session.

Personal data about your presenting symptoms and treatment provided will also be documented in detail. You have access to this information at all times.

All data will be held in a locked filing cabinet.

No client files are left on surfaces for other clients / staff to read.

All data taken whilst on a mobile treatment will be transported in a bag, out of sight in a boot. No notes are left unattended in a vehicle at anytime.

Who is collecting it?

Your practitioner is collecting data at the start of your first session. Further relevant information may be collected at subsequent treatment sessions. Some information may be requested by email or text message to ensure the smooth running of your treatment. On occasion data from relevant medical notes / letters and scans may also form part of the data collected and held by your practitioner.

How is it collected?

Collection of data will happen via pen and paper note taking, secure email, text messages, occasionally photographs, and letters by mail. No personal data will be collected via social media.

Why is it being collected?

Data is collected to record, guide and supervise the your progress and be able to communicate effectively with the you for the best outcomes. It is also used to

compare progress week to week and to highlight changes, red flags, yellow flags, action to be taken and a detailed dialogue of treatment provided.

Data also helps us to carry out relevant research from time to time. All clients can opt in or opt out of this. In the case of research. Unique client reference number will be allocated to ensure anonymity.

How will it be used?

Data will be used to communicate appointments, session information, progress, relevant referrals, and relevant consented media.

Who will it be shared with?

Data is rarely used to communicate and be shared outside of the clinical environment. On occasion you maybe asked for permission for the information to be shared with another practitioner or medical service for referred treatment:

Full permission will be requested first.

Personal data will be sent by post or email separately to your treatment information and a personal allocated reference code will be used to ensure the individual cannot be identified without the 2 pieces of data recording being put together.

Client experiences can be shared with the public with full consent from the client themselves. This will be taken in on a consent form signed by the client prior to sharing.

What will be the effect of this on the individuals concerned?

There should be no data leakage with regards to clients.

No data is shared with 3rd parties without consented permission.

No data is sold to third parties for business reasons.

The only data held on mobile phones is a contact telephone number.

No sensitive / identifiable data is sent by email together in the same posting. Unique reference codes are used.

All computers / laptops and tablets are locked with passcodes and not left unattended. Only individuals with permission to read notes can access this data.

Access and changes to consents

Clients are able to request access to the information held at any time and may request copies of records if necessary. Copies will be supplied within 2 weeks of request. Therapists are legally required to hold copies of records for a certain number of years – at the end of this period notes will be shredded and disposed of safely.

Is the intended use likely to cause individuals to object or complain?

Therapy practitioners' take data protection and privacy seriously and promote this philosophy to all the industry in relation to protecting client data.

Clients are encouraged to ask any questions or express any concerns for consideration.

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