

GDPR Privacy Statement

Privacy Notice

Business Name: Busy Brain Reflexology

Data Controller: Kate Edwards

Business Address: Flat 12, 36 Westgate Road, Dartford, DA1 2AD

Email: buybrainreflexology@gmail.com

Telephone: 07786153866

1. Purpose of this Privacy Notice

Your privacy is important to us. This notice explains how we collect, use, store, and protect your personal information when you book or receive reflexology treatments.

We process personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and the Data (Use and Access) Act 2025. [[gov.uk](https://www.gov.uk)], [[legislation.gov.uk](https://www.legislation.gov.uk)]

2. Information We Collect

We may collect and process:

- Name
- Address
- Telephone number
- Email address
- Date of birth
- Emergency contact details
- Medical history relevant to treatment
- Information regarding medications, injuries, illnesses, and wellbeing
- Treatment records and consultation notes
- Payment information (where applicable)

Some health information is classified as "special category data" and receives additional protection under data protection legislation.

3. Why We Collect Your Information

We collect personal information to:

- Provide safe and effective reflexology treatments

- Assess your suitability for treatment
- Maintain treatment records
- Manage appointments and communications
- Meet professional, insurance, and legal obligations
- Process payments
- Respond to enquiries and complaints

4. Lawful Basis for Processing

We process personal data under one or more of the following lawful bases:

- Performance of a contract (providing booked treatments)
- Legitimate interests (running and improving the business)
- Compliance with legal obligations
- Explicit consent where required for health information and marketing communications

5. How We Store and Protect Information

We take appropriate technical and organisational measures to protect personal information, including:

- Secure password-protected devices
- Locked storage for paper records
- Restricted access to client records
- Secure disposal of outdated records
- Regular review of security arrangements

6. How Long We Keep Records

Client records are normally retained for:

- Adults: 7 years after the last treatment
- Children: Until the child reaches age 25, or longer where legally required

Records may be retained longer where necessary for insurance, regulatory, or legal purposes.

7. Sharing Your Information

We will not sell your personal information.

Information may only be shared:

- With your consent
- Where required by law
- With insurers in relation to claims
- With healthcare professionals where you have requested or authorised this
- With service providers who support the operation of the business and who are required to protect your information

8. Your Rights

You have the right to:

- Be informed about how your data is used
- Request access to your personal data
- Request correction of inaccurate information
- Request deletion of data where applicable
- Request restriction of processing
- Object to certain processing activities
- Request data portability where applicable
- Withdraw consent where consent has been relied upon

9. Data Protection Complaints

Under the requirements introduced by the Data (Use and Access) Act 2025, individuals may raise a data protection complaint directly with us and must be provided with an accessible complaints process. [\[gov.uk\]](#), [\[ico.org.uk\]](#)

Complaints should be submitted using the procedure below.

10. Contact Details

For any data protection enquiries, requests, or complaints, contact:

Kate Edwards (as above)

If you remain dissatisfied after our response, you may complain to the [Information Commissioner's Office \(ICO\)](#). Further information is available at [www.ico.org.uk](#).
[\[ico.org.uk\]](#), [\[gov.uk\]](#)

Data Protection Complaints Procedure

Purpose

This procedure explains how clients can raise concerns about the way their personal information is collected, used, stored, or disclosed by**[BUSINESS NAME]**.

This procedure is intended to meet the requirements of UK data protection legislation, including recent complaint handling provisions under the Data (Use and Access) Act 2025. [\[ico.org.uk\]](https://ico.org.uk), [\[gov.uk\]](https://gov.uk)

How to Make a Complaint

Complaints may be submitted:

- By email
- In writing
- In person
- By telephone

Please provide:

- Your name and contact details
- A description of your concern
- Relevant dates and circumstances
- Any supporting documentation

Complaints should be sent to:

Data Protection Contact: Kate Edwards

Email: busybrainreflexology@gmail.com

Address: Flat 12, 36 Westgate Road, Dartford, DA1 2AD

Acknowledgement

We will acknowledge receipt of your complaint as soon as reasonably practicable and record the details internally.

Investigation

We will:

1. Review the concerns raised.
2. Examine relevant records and evidence.
3. Contact you if additional information is required.

4. Consider whether any remedial action is necessary.

Response

We aim to provide a written response without undue delay and within applicable legal requirements.

Our response will include:

- The outcome of our investigation
- Any corrective action taken
- Reasons for our decision
- Information about further escalation options

Corrective Action

Where appropriate, we may:

- Correct inaccurate information
- Restrict or cease certain processing activities
- Amend procedures
- Provide additional staff training
- Apologise and explain how the issue has been addressed

Escalation

If you are dissatisfied with our final response, you may raise the matter with the [Information Commissioner's Office \(ICO\)](#):

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Website: www.ico.org.uk

The ICO expects individuals to give organisations an opportunity to resolve concerns before contacting the regulator. [\[ico.org.uk\]](http://ico.org.uk), [\[gov.uk\]](http://gov.uk)

Good practice for reflexologists: Include this Privacy Notice with your consultation form, obtain signed acknowledgement from new clients, and make the notice available on your website and in your treatment room.

