

ROSE HOLISTIC

DATA POLICY

What information is being collected?

As part of visiting Rose Holistic as a Bowen 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 locked bag, out of sight in a boot. No notes are left unattended in a vehicle at anytime.

All notes being transported will not contain your personal contact details or name - unabling the ability to identify you as a client. In the rare event they are stolen or lost, you cannot be identified or traced.

All notes will be kept secure for a period of 8 years for adults and will then be destroyed if you are no longer attending clinic. All children's notes will be kept until adult age (21), and then destroyed if no longer attending clinic.

Specific marketing material will not be sent unless you have consented (usually verbally during consultation, relevant to your treatment / conversation that has taken place during consult.)

Who is collecting it?

Your practitioner is collecting some data at the start of your first session. Some information maybe requested by booking system, 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 booking system, secure email, text messages, occasionally photographs, videos, and letters by mail. No personal data will be collected via social media.

Calls are not recorded.

All conversation is regarded as confidential. The exception is threat to life. In this instance Rose Holistic reserves the right to contact the local constabulary and branch of samaritans should a threat to life be perceived by Rose Holistic.

Why is it being collected?

Data is collected to record, guide and supervise progress. Additionally to 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. Again, client contact details and names will not be transferred.

How will it be used?

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

Contact details are stored by third-party scheduling service provider. Appropriate contracts are in place. Details will be used solely for appointment reminders and details pertaining to your appointment.

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.

No data is held on phones unless encrypted with an access code. No phones are left unattended. Lost / stolen phones need to be locked remotely to prevent 3rd parties reading any sensitive information.

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.

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

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

The data mapping in place should never cause a client to object or complain. Any queries and requirements are taken seriously and honoured.