



OPTIMAL VITALITY - PRIVACY & CONSENT NOTICE:

YOUR PERSONAL INFORMATION - GENERAL DATA PROTECTION REGULATION (GDPR)

GDPR came into effect in May 2018. This tells you what personal information Optimal Vitality (OV) hold and why, and what rights you have. Once you have read it please complete and sign the declaration of consent at the bottom.

Therapist's Name/Identity: Lou Tassell Optimal Vitality

Therapist's Contact Details:

Telephone No: 07966 502611

Email address: lou@optimalvitality.co.uk

Address: 31 Malvern road, Surbiton, KT6 7UH

Data Controller Contact Details: Lou Tassell

Data Protection Officer : Lou Tassell

The Purpose of processing Client Data

OV hold and use client data in order to

- provide you with our services, including but not limited to identifying the best possible treatment options, support and advice.
- To continue to keep you up to date with our latest news and any promotions.

Lawful Basis for holding and using Client Information

The lawful basis under which OV hold and use information personal data is for our legitimate interests i.e. our requirement to retain the information in order to provide you with the best possible treatment options and advice.

OV hold a special category data (i.e. health related information), the **Additional Condition** under which OV hold and use this information is: this is to fulfil OV's role as a health care practitioner and be bound under the AoR Confidentiality as defined in the AoR Code of Practice and Ethics and the AAMET Code of Practice and Ethics for Emotional Freedom Technique.

What information I hold and what I do with it

In order to give professional Wellness treatments, OV will need to ask for and keep information about your health. OV will only use this information for the purpose set out in this privacy policy. The information to be held is:

- Your contact details
- Medical history and other health-related information
- Treatment details and related notes

OV will NOT share your information with anyone else (other than within my own practice, or as required for legal process) without explaining why it is necessary, and getting your explicit consent. Contact details that are received through my website, Google or held within my database are protected under the EU privacy shield.

Payment details required for payment through my website are taken using Stripe software and OV do not have access to this information.

OV will keep your personal information for a period of 7 years from the date when the services were last provided to you. Your data will not be transferred outside the EU without your consent.

Protecting Your Personal Data

OV are committed to ensuring that your personal data is secure. In order to prevent unauthorised access or disclosure, OV have put in place appropriate technical, physical and managerial procedures to safeguard and secure the information we collect from you. OV will contact you using the contact preferences you have given me.

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 your therapist's records of your personal information, so you know what is held about you and can verify it.
- The right to rectification:
To tell your therapist 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 your therapist to erase any information they hold about you
- The right to restrict processing of personal data:
You have the right to request limits on how your therapist uses 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 your therapist you don't want them to use certain parts of your information, 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/>. If you wish to exercise any of these rights, please email lou@optimalvitality.co.uk. If you are dissatisfied with the response you can complain to the Information Commissioner's Office; their contact details are at: www.ico.org.uk

THERAPIST'S RIGHTS Please note:

- if you don't agree to your therapist keeping records of information about you and your treatments, or if you don't allow them to use the information in the way they need to for treatments, the therapist may not be able to treat you
- Your therapist has to keep your records of treatment for a certain period as described above, which may mean that even if you ask them to erase any details about you, they might have to keep these details until after that period has passed
- Your therapist can move their records between their computers and IT systems, as long as your details are protected from being seen by others without your permission.

DECLARATION

I have seen this document and understand that you will hold and use my personal information, using it in order to provide me with the best possible treatment options and advice in line with the statements above.

Unless the treatment(s) are from a referral, I DO NOT agree to my data being shared with another party, unless set out in this policy..

I have received a copy of this document.

My signature gives my consent to treatments from Lou Tassell and I confirm the information I have shared is accurate and to the best of my memory and knowledge. I understand that any advice or treatment I receive is complementary. I understand this service and information provided is not used to give medical advice, prescribe, diagnose or treat and is not a replacement for GP services. I understand that information and service provided is intended as a sharing of knowledge and information from education, research and science. I understand that multiple sessions are recommended for long term and optimum results to be achieved. If I am concerned for any reason, I will contact my GP.

Client's name and signature:

Date: Parental signature if under 18 Date:

Practitioner signature:

Date:

I consent to you sending me Wellness wisdom including newsletter via email

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