

This privacy policy explains how we use any personal information that we collect about you when you make an enquiry or book a treatment with Aurora Massage Therapy. We hope that it is easy to read and understand, but if you have any questions, please contact info@auroamassagetherapy.co.uk

We have a lawful basis to obtain your information to provide you with the best service possible and to ensure that your treatment is tailored to meet your individual needs.

The information that we will collect and hold

When you contact Aurora to book a treatment, we will obtain your full name and contact details.

When you attend for treatment, you will complete a Consultation Form, which gathers information relating to your full name, name of birth, contact details and emergency contact. We also collect information regarding your lifestyle, previous treatment experience and medical information, including any illnesses, injuries, pre-existing conditions and medication. This is crucial to ensure that the planned treatment is in your best interests and that there are no contraindications (reasons why treatment should not proceed). This information is also required for insurance purposes. We also complete Treatment Records, which detail our agreed treatment plan and the immediate impact of treatment (how you feel afterwards). During subsequent treatments, these records will be updated so that there is a clear story to your treatment journey.

Where your information will be stored

Information is taken and stored electronically. Devices are protected by security software and password protected. Only therapists have access to this information.

How long your information will be retained for

It is a condition of our insurance policy to retain your information for a minimum of 5 years post your final treatment. In the case of treating minors, information will be retained for a minimum of 5 years after they reach 18 years of age (majority).

Who your information may be shared with

We may need to share your information with authorised legal, regulatory and insurance authorities if required to defend Aurora Massage Therapy. This will be the insurance company that we hold our professional indemnity insurance with.

Your individual Rights under the Data Protection Act, 2018

You have:

- The right of access to 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)

Our Rights

In exercising your individual Rights, you should understand that in some circumstances, we may be unable to fully meet your request. For example, if you make a request to fully delete all of your personal information, we may be required to keep some data for taxation, legal and insurance 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 information for law enforcement, legal and/or health related matters.

Complaints

After speaking with us, you do always have the right to speak with the Information Commissioner's Office (ICO) if you are not happy with the way that we are handling your data.