

## **YOUR PERSONAL INFORMATION - GENERAL DATA PROTECTION REGULATION (GDPR)**

GDPR is bringing in new legal protection for personal information. This tells you what personal information I gather via my website, and why, and what your rights are.

### **Data Processor & Data Controller Contact Details:**

Lorraine Senior – [info@functionalreflextherapy.co.uk](mailto:info@functionalreflextherapy.co.uk)

### **The Purpose of processing Client Data**

I take basic contact details and information via my website to allow me to contact you and handle bookings

I hold and use client data when the booking form to attend the FRT Training course is submitted.

I hold and use client data post training in order to provide you with post training support and advice.

I hold contact details to send out emails and newsletters to current members who have chosen to register to the FRT Network and to dispatch goods.

### **Lawful Basis for holding and using case study Information**

As a full member of the Association of Reflexologists, I abide by the AoR Code of Practice and Ethics. The lawful basis under which I hold and use your information is

- a) my legitimate interests i.e. my requirement to retain the information in order to provide you with the most appropriate training, follow up support, and advice

As I may hold special category data (i.e. health related information) about you, the **Additional Condition** under which I hold and use this information is for me to fulfil my role as a Reflexology trainer bound under the AoR Confidentiality as defined in the AoR Code of Practice and Ethics.

### **What information I hold and what I do with it**

In order to give professional learning opportunities and follow up support to students the following information will be held:

- Your contact details
- Copies of certificates issued and records of students' progress.

As a CPD training provider I will **NOT** share your information with anyone else (other than appointed course tutors (for example if a complaint is raised), or as required for quality verification purposes by the AoR, for legal process, or on your request to confirm that you have completed my course satisfactorily) without explaining why it is necessary, and getting your explicit consent.

I may contact you using the contact preferences you give me in relation to:

- Providing you with additional supporting material for the course
- Reflexology information or information related to health
- Future training events, special offers and promotions (*you may unsubscribe from this at any time*)

Your data will not be transferred outside the EU without your consent.

Your personal contact details may be shared with the Association of Reflexologists (AoR) on completion of your course. The AoR may contact you to ask you to provide them with feedback on the course. This is part of the criteria for AoR CPD approval.

The AoR will only keep your information for 6 months and will only contact you in regard to feedback.

When registered as an FRT member post training you have the option to have your details available on the Find a Therapist public page on the FRT website. These details need to be submitted by you. It is the responsibility of the individual therapist to check this information and provide updates by submitting any changes to Lorraine Senior.

### **How Long I Retain Your Information for**

I will hold your contact details name and email in a secure file as a record of course attendees. I will hold your address post training only if you are a registered current member of the FRT Network

### **Protecting Your Personal Data**

I am committed to ensuring that your personal data is secure. In order to prevent unauthorised access or disclosure, I have put in place appropriate technical, physical and managerial procedures to safeguard and secure the information we collect from you.

### **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 tutor'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 tutor 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 tutor 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 tutor 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 tutor 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 use the contact details given above.

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](http://www.ico.org.uk)

**To be completed on the booking form.**

**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 support before and post FRT Training.

**Consent**

I consent to Lorraine Senior holding and using my information as outlined above, and understand that I may withdraw that consent at any time by emailing [info@functionalreflextherapy.co.uk](mailto:info@functionalreflextherapy.co.uk)

You must mark the box with an X to positively confirm reading and consent. This provides proof of your compliance.