

# Privacy statement:

Top Touch Reflexology and Wellbeing is dedicated to upholding client privacy and adhering to professional and legal requirements where all personal information is concerned.

I, Maddy Crane, will collect medical and personal details during the consultation process and treatment sessions. This is to comply with insurance requirements, provide safe and appropriate treatments, to keep accurate client records and so I can contact you regarding your appointment or future appointments, or any treatment related matters.

Information is stored securely, and access is restricted to myself unless with consent or legally enforced. Paper records are stored in a fire proof lockable box and digital records are password protected.

Client records are held for 7 years from the date of the last treatment. If a client is under 16 years old, records are held until they are 25, or until they reach 26 years old if they were 17 at the time of treatment This is standard in compliance with professional insurance and legal requirements. After this point in time the records are securely destroyed.

The client has rights to full access to their personal records in accordance with the Freedom of Information Act and can request corrections to any inaccurate information. The client can withdraw from marketing at any time in accordance with GDPR. The client can also withdraw consent for the use of personal information but please note this may affect ability to receive treatment.