

Information & Policies

Please take a few moments to read the following important information.

Your Health

Reflexology does not claim to diagnose or cure but can be beneficial for those with chronic or recurring conditions. Reflexology is a complementary therapy and not a substitute for medical care.

So always consult your doctor/healthcare provider first for any undiagnosed health concern.

Some pre-existing medical conditions may require permission from your GP prior to treatment. We can discuss this at first contact if there are any concerns.

Foot Treatments - If you suspect you may have a **fungal nail infection, verruca**, or any other foot-related condition, please seek advice and treatment from a medical professional or qualified foot health practitioner **before** booking your Reflexology session.

Face Treatments – I am unable to offer face Reflexology if you have any **undiagnosed lumps, facial swelling, or active infections viruses, cold sores, or other contagious skin conditions.**
Or have had **Botox or dermal fillers within the past 12 weeks.**

To reduce the risk to other clients, myself and my family, I kindly ask that you are at least 48 hours clear of any contagious illnesses before attending your appointment. This includes colds, flu, fevers, vomiting, diarrhoea.

Cancellation Policy

If you need to cancel your appointment, I kindly ask for at least 48 hours' notice. The earlier I am notified the more likely I can offer your space to another client.

I understand that emergencies can arise, and I'll do my best to accommodate unexpected changes. **However, cancellations made with less than 48 hours' notice may still be subject to the full session fee.**

If you feel unwell close to your appointment, **please contact me as soon as possible** and we can rearrange your appointment.

Your consideration is appreciated.

By booking your appointment you agree to this cancellation policy.

Data Protection Policy

The General Data Protection Regulation (GDPR) is a data privacy law that came into effect on May 25, 2018, to protect your personal information. The following policy explains what personal information we collect, why we collect it, and your rights about that information.

- **Therapist's Name:** Dawn Barraclough 'The Rest Nest'
- **Data Controller:** Dawn Barraclough
- **Contact number:** 07944 238552
- **Email address:** dawnmichellereflexology@gmail.com
- **What information we collect, use and why** – We **collect** personal information from you that includes: name and address, phone number, email, emergency contact, your general health (including medical conditions, allergies, and medical history), document any discussion/findings relevant to each treatment session. We **use** information to arrange appointments,

document any discussion/findings relevant to each treatment session. **Why** we collect information; to create and update/progress of your treatment plan. Also to occasionally inform you of special offers or relevant updates.

- **Where we get personal information from** – Your personal information is obtained directly from you and may be collected in a number of ways — including through our website contact form, in person, by telephone, email, text message, WhatsApp, or Facebook Messenger.
- **How long do we keep information** – All paper records are stored securely as per **GDPR regulations**. In line with the **FHT Code of Conduct**, your information is retained for a **minimum of 10 years**.
- **Who we share information with** – We will never share your information with anyone, except in rare circumstances where it might be necessary to safeguard a vulnerable adult/an emergency. In such cases, we would be required to inform the appropriate agencies.
- **How to complain** - If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice. If you remain unhappy with how we have used your data after raising a complaint with us, you can also complain to the ICO.

[Make a complaint ICO](#)

If you make a request, we must respond to you without undue delay and in any event within one month of the date of request.

- **Lawful bases** - We collect and process your personal information under the following lawful bases: -

Consent We have permission from you after we have given you all the relevant information. All your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Legal Obligation We collect or use your information in compliance with UKGDPR law of 2018.

Special Category Data – ‘Health’ We process data under this special category data to enable us to fulfil the role of Complementary Therapy practitioner, bound by FHT Confidentiality as defined in their Codes of Practice.

Legitimate Interest We are required to retain information about our clients to provide them with the best possible treatment options and advice.

Vital Interests We collect and use information if required when someone’s physical or mental health or wellbeing is at urgent or serious risk. All your data protection rights may apply, except the right to object and the right to portability.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. **You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:**

[Your data protection rights | ICO](#)

Your Rights

- **Your right to be informed** – In accordance with UK GDPR law of 2018 you have the right to know what is set out in this privacy policy.

- **Your right of access** - You have the right to ask me for copies of your personal information. You can request other information such as details about who I share personal information with. There are some exemptions which means you may not receive all the information you ask for.
- **Your right to rectification** - You have the right to ask me to correct or remove personal information you think is inaccurate or incomplete.
- **Your right to erasure** - You have the right to ask me to remove your personal information.
- **Your right to restriction of processing** - You have the right to ask me to limit how I can use your personal information.
- **Your right to object to processing** - You have the right to object to the processing of your personal data.
- **Your right to data portability** - You have the right to ask that I transfer the personal information you gave me to another organization, or to you.
- **Your right to withdraw consent** – When I use consent as my lawful basis you have the right to withdraw your consent at any time.