

ABI CLARKE BOWEN THERAPY: PRIVACY POLICY

1. Who I am and how to contact me

Name: Abi Clarke

Trading as: Abi Clarke Bowen Therapy

Address: 1 Manor Farm Close, Haverhill, Suffolk, CB98QN.

Telephone: 07767 366128

Email: abi@abiclarkebowentherapy.co.uk

2. The type of personal information I collect

To give professional treatments, I need to ask for and keep information about your health. I will only use this information for informing your treatments and any advice I give because of your treatment. The information to be held is:

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

3. How I get the personal information, why I hold it and how I use it

Most of the personal information I process is provided to me directly by you for one of the following reasons:

- For informing treatments and any advice I give because of your treatment
- I process your payments using financial information you have given me. I use Acuity, who are owned by Squarespace, and Stripe to process electronic payments. Full details of their privacy policy can be found here: <https://www.squarespace.com/privacy> and <https://stripe.com/gb/legal/dpa>

I also receive personal information from you via third party services I use, and you may interact with, as part of my business operations. These are:

- **Website:** I use WebHealer which is owned and managed by PhD Interactive who do not hold any data on my behalf. Their full privacy statement can be found here: <http://www.phdinteractive.co.uk/privacy/>
- **Booking system:** I use Acuity, who are owned by Squarespace, for my booking system. Full details of their privacy policy can be found here: <https://www.squarespace.com/privacy>
- **Deposits / online payments:** If you make any payments online these are processed by Stripe. Full details of their privacy policy can be found here: <https://stripe.com/gb/legal/dpa>

I do not your share information with anyone else other than as identified in section 4g below.

4. Lawful Basis for holding and using client information

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis I rely on for processing this information are:

a) Your consent. You can remove your consent at any time. You can do this by contacting me using the contact details at the top of this policy.

b) have a contractual obligation

c) I have a legal obligation:

i) 'Claims occurring' insurance: (records to be kept for 7 years after last treatment)

ii) Law regarding children's records (records to be kept until the child is 25 or if 17 when treated, then 26)

d) I have a vital interest

e) I need it to perform a public task

f) I have a legitimate interest, i.e. my requirement to retain the information to provide you with the best possible treatment options and advice

g) I have a Recognised Legitimate Interest, i.e. if I have a genuine concern – for example, a safeguarding concern or an emergency that poses a risk to life or health – this is a legal basis for sharing your information with an appropriate authority or other professional.

As I hold special category data (i.e. health related information), the additional condition under which I hold and use this information is for me to fulfil my role as a health care practitioner bound under the Association of Reflexology (AoR) Confidentiality as defined in the AoR Code of Practice and Ethics, and the Federation of Holistic Therapists (FHT) Confidentiality as defined in the FHT Code of Practice and Ethics.

5. Protecting your Personal Data - How I store your personal information

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

I keep your personal data, specifically your contact details and details of your treatments, for a minimum of 7 years, and will only retain them for longer if you are still actively receiving regular treatments from me. I will dispose of your information securely either through incineration or using a shredder with a minimum P4 security rating.

6. Your data protection rights

Under data protection law, you have rights including:

- a) Your right of access** - You have the right to ask me for copies of your personal information.
- b) Your right to rectification** - You have the right to ask me to rectify personal information you think is inaccurate. You also have the right to ask me to complete information you think is incomplete.
- c) Your right to erasure** - You have the right to ask me to erase your personal information in certain circumstances.
- d) Your right to restriction of processing** - You have the right to ask me to restrict the processing of your personal information in certain circumstances.
- e) Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.
- f) Your right to data portability** - You have the right to ask that I transfer the personal information you gave me to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, I have one month to respond to you.

Please contact me at using the contact details at the top of this policy if you wish to make a request or if you have any questions about my Privacy Policy.

7. My rights as your therapist

If you don't agree to me keeping records of information about you and your treatments, or if you don't allow me to use the information in the way I need to for treatments, I may not be able to treat you

I must keep your records of treatment for a certain period as described above, which may mean that even if you ask me to erase any details about you, I might have to keep these details until after that period has passed

As your therapist I can move your records between my computers and IT systems without your permission if your details are protected from being seen by others.

8. How to complain

If you have any concerns about our use of your personal information, please refer to my GDPR Complaints Procedure:

- Available online at: <https://abiclarkebowentherapy.co.uk/wp-content/uploads/sites/683/2026/06/GDPR-Complaints-Procedure.pdf>
- Request a copy via email or post using the contact details above