

KLB THERAPY Privacy Policy for Clients, Students and Mailing List

Updated 24 May 2018

Privacy Policy

We have put the following measures in place to ensure we are GDPR compliant.

This privacy notice provides you with details of how we collect and process your personal data through your use of our sites www.klbtherapy.com and www.wholewomanwellness.co.uk including any information you may provide through our site when you purchase a product or service, sign up to our newsletter or complete a course booking form.

By providing us with your data, you warrant to us that you are over 18 years of age.

KLB Therapy and Whole Woman Wellness Collectively known for this policy as KLB Therapy.

Katrina Beath, trading as KLB Therapy is the data controller and is responsible for your personal data (referred to as "we", "us" or "our" in this privacy notice).

Contact Details

Our full details are:

Full name: Katrina Beath, Sole Trader, trading as KLB Therapy

Email address: katrina@klbtherapy.com

Postal address: Unit 8441, PO Box 6945, London, W1A 6US, United Kingdom

If you are not happy with any aspect of how we collect and use your data, you have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We should be grateful if you would contact us first if you do have a complaint so that we can try to resolve it for you.

It is very important that the information we hold about you is accurate and up to date. Please let us know if at any time your personal information changes by emailing us at katrina@klbtherapy.com

Below are our policies on how we collect data from you and which data we collect from you:

Mailing List

- **Identity Data** may include your first name and surname
- **Contact Data** may include your email address only
- If you choose to subscribe to the Mailing List, your details will be collected for newsletters, to enable us to inform you of relevant events and information. Your data will never be shared with 3rd Parties and we will never send spam!
- Your personal data will be stored and be accessible by KLB Therapy only.
- You will have the option on each email to unsubscribe if you no longer wish to receive emails.

Course Bookings

- **Identity Data** may include your first name, last name
- **Contact Data** may include your home/business address, email address, website and telephone numbers.
- **Financial Data is not collected:**
 - all payments are collected either by BACS, secure online card payment, or cash.
- **Transaction Data** may include details about payments made by yourself for course bookings.
- Your personal data will be stored and be accessible by KLB Therapy.
- Your information will not be shared to any third party companies.
- We will only contact you with regards to KLB Therapy's service offerings (including therapy treatments, courses, workshops and events) and associated matters and will never send spam to you.

Client Consultation Forms

- **Identity Data** may include your first name, last name, marital status, title, date of birth and gender.
- **Contact Data** may include your home address, email address and telephone numbers.
- **Health Data:** The medical, physical, mental & emotional wellbeing questions are required so that we can provide a Holistic Treatment for you.
- **Sensitive Data:** We do not collect any Sensitive Data about you. Sensitive data refers to data that includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation. If such data is mentioned in process of our relationship, it is not processed and is treated as confidential. We do not collect any information about criminal convictions and offences, however we are required by law to disclose knowledge of money laundering, acts of terrorism, and drug trafficking (actual or intended).
- **Financial Data is not collected:**
 - all payments are collected either by BACS, secure online card payment or cash.
- **Transaction Data** may include details about payments made by yourself for treatments.
- Your personal data will be stored and be accessible by KLB Therapy.
- Your information will not be shared to any third party companies.
- We will only contact you with regards to KLB Therapy's service offerings (including therapy treatments, courses, workshops and events) and associated matters and will never send spam to you.

Data Retention:

- By law we have to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they cease being customers for tax purposes.
- Medical Malpractice requests that we keep consultation files on record for seven years once you have received your last treatment with Katrina Beath. After this date they will be shredded. If you receive treatment while pregnant, this extends until seven years after your child 18 years of age.

- We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or medical requirements

Record Keeping

- Your consultation forms are kept on file on a password protected computer and paper files are kept in a locked filing cabinet at my home address.
- Your files are not viewed or accessible by anyone other than Katrina Beath, unless consent is given by yourself to share with other therapists.
- You can ask to view your client files at any given time.

We are committed to protecting your privacy.

This website is operated by KLB Therapy and we are committed to protecting your personal information and will keep any information you provide safely and securely.

1. Disclosing Information

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

2. Webserver Logs

For statistical purposes, We will gather certain information automatically and store it in log files. These log files contain standard information collected by web servers, such as client IP addresses, browser type, internet service provider (ISP), operating system, etc. This information is only used internally, and is not distributed or sold to a third party. We use this information, which does not identify individual users, to analyse trends, to administer the website and to gather demographic information about Our user base as a whole.

3. Use of Cookies

A cookie is a small amount of data, which often includes an anonymous unique identifier that is sent to your browser from a website's computer and stored on your computer's hard drive. Each website can send its own cookie to your browser if your browser's preferences allow it, but (to protect your privacy) your browser only permits a web site to access the cookies it has already sent to you, not the cookies sent to you by other sites.

You can find more information about cookies at:

- www.allaboutcookies.org
- www.youronlinechoices.eu

KLB Therapy would like to use cookies to store information on your computer, to improve our website. Some of the cookies We use are essential for parts of the site to operate, and have already been set. You may delete and block all cookies from this site, but some parts of the site may not work.

Cookie Categories

1. Strictly necessary cookies – these cookies enable services you have specifically asked for.
2. Performance cookies – these cookies collect anonymous information on the pages visited.
3. Functionality cookies – these cookies remember choices you make to improve your experience.

To opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>. Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.allaboutcookies.org.

4. YOUR LEGAL RIGHTS

Under certain circumstances, you have rights under data protection laws in relation to your personal data. These include the right to:

- Request access, correction and removal to your personal data.
- Object to processing of your personal data.
- Request restriction of processing your personal data.
- Request transfer of your personal data.
- Right to withdraw consent.

You can see more about these rights at:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

If you wish to exercise any of the rights set out above, please email us at katrina@klbtherapy.com.

If you request access to your personal data, there will not be a fee unless the request is excessive.

We try to respond to all legitimate requests within one month.

5. Links to Third Party Websites

When you are using the Website you may move to other websites which are not operated by Us ("Third Party Websites"). Third Party Websites may send their own cookies to you and collect or request data and personal information. We do not control Third Party Websites and therefore are not responsible for them. By having a link to Third Party Websites from the Website we do not make any promise or recommendation about the Third Party Websites and we may not have any connection with the people who operate the Third Party Websites. You should always read the privacy policy of Third Party Websites as their policy may be materially different to that of KLB Therapy.

6. Changes to the Privacy Policy

From time to time KLB Therapy may decide or be legally obliged to update this privacy policy. Any changes will be posted on the website. Except as required by law, any modifications of this privacy policy will not affect our treatment of data collected prior to the effective date of the policy change.

Description	Data Type	Data Reason	Data Access	Data Storage	Data Security	Data Retention
Description	Data Type	Data Reason	Data Access	Data Storage	Data	Data
Mailing List	Identity Data: First Name, Surname Contact Data: Email address	Newsletter - to inform of events, marketing	Katrina Beath	Mailchimp on password protected computer	Security Password	until they unsubscribe or when they become lapsed
Client Consultation Forms	Identity Data: First Name, Surname, D.O.B Contact Data: Email address, Home Address Health Data: consultation form	Consultations to enable an informed treatment to be given	Katrina Beath	Computer - Password Protected Hard copy - locked filing cabinet at home office	Password Locked Filing Cabinet	7 years after their last treatment for Medical Malpractice
Student Booking forms	Identity Data: First Name, Surname,	To obtain personal details for booking on a course/correspondence	Katrina Beath	Computer - Password Protected	Password	Minimum 6 years for tax

Description	Data Type	Data Reason	Data Access	Data Storage	Data Security	Data Retention
	Contact Data: Email address					
Emails	Identity Data: First Name, Surname Contact Data: Email address	Email contact between client and KLB Therapy	Katrina Beath	Computer - Password Protected Encrypted Emails. Smartphone – Passcode protected	Password Encryption	Until the email has been dealt with and will no longer be required.