



Privacy Policy

Our contact details

Name: Sophie Wakelin

Address: 36 Herdwick Close Kingsnorth Ashford Kent TN25 7FH

Phone Number: 07813 697 386

Email: sophiewakelin@yahoo.co.uk

Date: 30/07/2026

The type of personal information we collect

In order to give professional reflexology treatments, I will need to gather and retain potentially sensitive information about your health. I will only use this information for informing reflexology treatments and associated recommendations concerning aspects of health and wellbeing which I will offer to you. I collect and process the following information about you:

- **Contact Details:** Your name, address, date of birth, phone number, email address, and emergency contact details.
- **Health and Medical Data:** Detailed medical history, current health issues, lifestyle factors, medication, and GP details.
- **Session Notes:** Case history and records of your reflexology treatments, responses, and ongoing outcomes.
- **Technical Data:** If you use my website, your IP address, browser type, and cookies may be collected automatically.

How we get your personal information and why we collect it

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

- Assess your suitability for reflexology and provide safe, tailored treatments.
- Manage your appointments and communicate with you about your self-care.

- Maintain accurate professional records as required by my insurers and professional body.

Lawful Basis for holding and using Client Information

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

Your consent. You are able to remove your consent at any time. You can do this by contacting me at:

- **Name:** Sophie Wakelin Reflexology
- **Email:** sophiewakelin@yahoo.co.uk
- **Phone:** 07813 697 386

(a) We have a contractual obligation.

(b) We have a legal obligation.

- 1.1. 'Claims occurring' insurance: (records to be kept for 7 years after last treatment)
- 1.2. Law regarding children's records (records to be kept until the child is 25 or if 17 when treated, then 26)

(c) We have a legitimate interest.

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 CAREA Confidentiality as defined in the CAREA Code of Conduct and Ethics. I abide by the CAREA code of Conduct and Ethics.

I will NOT share your information with anyone else (other than within my own practice or as required for legal process) without explaining why it is necessary and getting your explicit consent.

How we store your personal information

- **Confidentiality:** Your information is securely stored and is strictly confidential. I will never sell or rent your data.
- **Third Parties:** I only share data if required by law, with your explicit consent (e.g., writing to your GP), or via secure third-party tools I use to run my business (such as secure booking systems or email hosts).
- **Security:** Your data is stored securely. Paper files are locked away, and digital files are password-protected and encrypted.

I am legally required to retain your records for the following periods:

- **Adults:** 8 years after your last treatment.

- **Pregnant women:** Until the unborn child reaches 25 years old.
- **Children (under 18):** Until the child reaches age 25, or age 26 if they were 17 at the time of the last treatment.

After this period, your physical records will be securely destroyed and digital files permanently deleted.

Your data protection rights

Under data protection law, you have rights including:

Your right to be informed- To know how your information will be held and used (this notice)

Your right of access - You have the right to ask me for copies of your personal information and record held by me.

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.

Your right to erasure - You have the right to ask me to erase your personal information held by me.

Your right to restriction of processing - You have the right to request limits on how I use your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organization, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Please contact us at sophiewakelin@yahoo.co.uk, 07813 697 386 if you wish to make a request.

THERAPIST'S RIGHTS

Please note:

- If you do not agree to your therapist keeping records of information about you and your treatments, or if you don't allow them to use the information in the way they need to for treatments, the therapist may not be able to treat you.

- Your therapist has to keep your records of treatment for a certain period as described above, which may mean that even if you ask them to erase any details about you, they might have to keep these details until after that period has passed.
- Your therapist can move their records between their computers and IT systems, as long as your details are protected from being seen by others without your permission.

How to complain

If you have any questions about this policy or wish to exercise your rights, please contact me at:

- **Name:** Sophie Wakelin Reflexology
- **Email:** sophiewakelin@yahoo.co.uk
- **Phone:** 07813 697 386

If you are unhappy with how I handle your data, you have the right to complain to the Information Commissioner's Office (ICO) at www.ico.org.uk.

The ICO's address:

Information Commissioner's Office

Wycliffe House Water Lane,

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113 ICO

website: <https://www.ico.org.uk>