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# PRIVACY NOTICE

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( Why we collect your personal data and what I do with it. )

When you supply your personal details to Siam Bodhi Tranquility they are stored and processed for four reasons ( The words in bold are the relevant terms used on the Data protection Act 2018. Which includes the General Data Protection Regulation - ie the law ).

1. We need to collect personal information about your health in order to provide you with the best possible treatment / service. Your requesting treatment /service and our agreement to provide that care constitutes a **contract**. You can of course refuse to provide the information, but if you were to do that we would not be able to provide treatment / service.
2. We have a "**Legitimate Interest**" in collecting that information, because without it we couldn't do our job effectively and safely.
3. We also think that it is important that we can contact you in order to confirm your appointments with us or to update you on matters related to your pre and after care treatment / service. This again constitutes "**legitimate Interest** ", but this time it is your legitimate interest.
4. Provided that we have your **consent**, we may occasionally send you information in the form of articles, advice or newsletters. You may withdraw this consent at any time - just let us know by any convenient method.

We have a **legal obligation** to retain your record for eight years after your most recent appointment ( or age 25, if this is longer ) but after this period you can ask us to delete your records if you wish. Otherwise, we will retain your records indefinitely in order that we can provide you with the best possible care should you need to see us at some future date.

Your records are stored:

- Consultation forms: on paper, in locked filing cabinet, and the office is always locked and alarmed out of working hours.
- Contact details, email addresses: electronically ( " in the cloud" ) The server provider is fully compliant with the General Data Protection Regulation. Access to this data is password protected and the passwords are changed regularly.

We will never share your data with any one who does not need access without your consent. Only the following people will have routine access to your data:

- Your practitioner(s) in order that they can provide you with treatment / service.
- We also use "Wix Booking" and Gmail to coordinate our messages, so your name and email address may be saved on their server.

You have the right to see what personal data of yours we hold, and can also ask us to correct any factual errors. Provided the legal minimum period has elapsed, you can also ask us to erase your records.

We want you to be confident that we are treating your personal data responsibly, and that we are doing everything we can to make sure that the only people who can access that data have a genuine need to do so.

Of course, if you feel that we are mishandling your personal data in some way, you have the right to complain. Complaints need to be sent to what is referred to in the jargon as the "**Data Controller**". Here are the details you need for that:

Alain Beccherle

[alain@thaimassageholistic.co.uk](mailto:alain@thaimassageholistic.co.uk)

9 Turnberry Lane Collingtree Park Northampton NN4 0PA

If you are not satisfied with our response, then you have the right to raise the matter with the Information Commissioner's Office.

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