

Data Collection & GDPR Policy

At Revitalise Massage Bristol, we are committed to protecting your privacy and ensuring that your personal data is handled in compliance with the General Data Protection Regulation (GDPR). This policy explains how we collect, store, and use your personal data, and how we respect your rights under GDPR.

1. Information We Collect: We may collect the following personal data when you book or attend a massage therapy appointment, in line with our legal requirements under the terms of our insurance:

Contact Information: Name, email address, phone number, address

Health Information: Relevant medical history, allergies, and conditions related to your treatment, as provided by you

Appointment Details: Date, time, and type of treatment; response to the treatment

2. Purpose of Data Collection: We collect your data for the following purposes:

To manage and confirm your appointments.

To communicate with you regarding your appointments, treatment plans, and follow-up care.

To comply with legal obligations, such as maintaining accurate records for health and safety purposes.

3. Consent for Marketing and Future Communications: By providing your email address and phone number, you give us consent to contact you regarding your appointments and any important information related to your treatment. We will use your email address and phone number for marketing purposes only when you have given us consent to do so, in the form of ticking an opt-in box.

4. How We Protect Your Data: Your personal data is stored securely and protected with appropriate measures to prevent unauthorised access, disclosure, alteration, or destruction. We do not share your personal information with third parties, except as required by law or to fulfill the services you have requested.

5. Your Rights Under GDPR Under GDPR, you have the following rights regarding your personal data:

Access: You have the right to request a copy of the personal data we hold about you.

Correction: You have the right to request corrections to any inaccuracies in your personal data.

Deletion: You have the right to request the deletion of your personal data under certain conditions.

Restriction of Processing: You can request the restriction of how we use your data.

Portability: You can request that we transfer your data to another organization in a structured, commonly used, and machine-readable format.

6. How Long We Keep Your Data: We retain your personal data only as long as necessary for the purposes outlined in this policy or as required by law. If you request to stop receiving communications, we will keep your contact information only for as long as necessary to comply with any legal obligations or regulatory requirements. We are required under the terms of our insurance to keep patient contact information, medical history and treatment notes for 7 years after the last treatment that patient receives. In the case of minors (patients under 18), we are required to keep patient data for 7 years after the patient reaches the age of majority (18 Years old).

7. Who we share information with:

Organisations we are legally obliged to share information with

Other parties involved in your care, when the care cannot be provided without this information, and when you have given consent

8. Duty of confidentiality: We are subject to a common law duty of confidentiality. However, there are circumstances where we will share relevant health and care information. These are where:

you've provided us with your consent (we have taken it as implied to provide you with care, or you have given it explicitly for other uses);

we have a legal requirement (including court orders) to collect, share or use the data;

on a case-by-case basis, the public interest to collect, share and use the data overrides the public interest served by protecting the duty of confidentiality (for example sharing information with the police to support the detection or prevention of serious crime);

9. Contact Us: If you have any questions or concerns about how your data is collected, stored, or used, or if you would like to exercise any of your rights under GDPR, please contact us at:

Kate Nowakowski
Revitalise Massage Bristol

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10. 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've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>