



## PRIVACY NOTICE

### BACKGROUND:

Gracious Mountain Therapies understands that your privacy is important to you and that you care about how your personal data is used. I respect and value the privacy of all of my clients and will only collect and use personal data in ways that are described here, and in a way that is consistent with my obligations and your rights under the law.

### 1. Information About Me

Loraine Makowski-Heaton

Gracious Mountain Therapies.

Sole Trader

Address: Willowdene, High Common Road, North Lopham, Diss IP22 2HS

Data Protection Officer: Loraine Makowski-Heaton.

Email address: [loraine@graciousmountain.co.uk](mailto:loraine@graciousmountain.co.uk).

Telephone number: 07703 294953.

Postal Address: as above

I am regulated and am a member of the following associations: The National Hypnotherapy Society, The Association of Professional Hypnotherapists and Psychotherapists, National Register of Psychotherapists and Counsellors, The Terence Watts BWRT Institute, the General Hypnotherapy Register and The Complimentary & Natural Healthcare Council.

### 2. What Does This Notice Cover?

This Privacy Information explains how I use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

### 3. What is Personal Data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the "GDPR") as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

The personal data that I use is set out in Part 5, below.

#### 4. **What Are My Rights?**

Under the GDPR, you have the following rights, which I will always work to uphold:

- a) The right to be informed about my collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact me to find out more or to ask any questions using the details in Part 11.
- b) The right to access the personal data I hold about you. Part 10 will tell you how to do this.
- c) The right to have your personal data rectified if any of your personal data held by me is inaccurate or incomplete. Please contact me using the details in Part 11 to find out more.
- d) The right to be forgotten, i.e. the right to ask me to delete or otherwise dispose of any of your personal data that I have. Please contact me using the details in Part 11 to find out more.
- e) The right to restrict (i.e. prevent) the processing of your personal data.
- f) The right to object to me using your personal data for a particular purpose or purposes.
- g) The right to data portability. This means that you can ask me for a copy of your personal data held by me to re-use with another service or business in many cases.
- h) Rights relating to automated decision-making and profiling. I do not use your personal data in this way

For more information about my use of your personal data or exercising your rights as outlined above, please contact me using the details provided in Part 11.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about my use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

#### 5. **What Personal Data Do You Collect?**

I may collect some or all of the following personal data (this may vary according to your relationship with me):

- Name;
- Date of birth;
- Gender;
- Address;
- Email address;
- Telephone number;
- Profession;

- Payment information;
- Information about your preferences and interests;
- Nature of problem;
- Treatment given;
- Progress;

## 6. **How Do You Use My Personal Data?**

Under the GDPR, I must always have a lawful basis for using personal data. This may be because the data is necessary for my performance of a contract with you, because you have consented to my use of your personal data, or because it is in my legitimate business interests to use it. Your personal data will be used for the following purposes:

- Supplying my services to you. Your personal details are required in order for me to enter into a contract with you.
- Personalising and tailoring my services for you.
- Communicating with you. This may include responding to emails or calls from you.
- Supplying you with information by email, telephone and/or post that you have opted-in to (you may unsubscribe or opt-out at any time by letting me know by contacting me by email, phone or post).

## 7. **How Long Will You Keep My Personal Data?**

I will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for the following period of a minimum of seven years for insurance purposes.

## 8. **How and Where Do You Store or Transfer My Personal Data?**

I will only store your personal data in the UK. This means that it will be fully protected under the GDPR.

The security of your personal data is essential to me, and to protect your data, I take a number of important measures, including the following:

- All manual files are kept in a locked filing cabinet to which I am the only person who has access.
- All digital files are kept securely and password protected.
- The locked filing cabinet is in my clinic room which is locked when I am not inside.

- The clinic room is sited within my home which is securely locked when there is no one there.
- Personal contact details are not kept on my mobile phone and texts are deleted.
- Email communications are either deleted or password protected.
- Once clients have finished treatment then files are securely archived and for insurance purposes are kept for a minimum of seven years.
- If a client wishes to give Gracious Mountain Therapies a review or recommendation for future marketing purposes, all names are changed and no information given that would allow the client to be recognised.
- For my own continuous professional development and supervision purposes, only age and gender of any clients are used.

**9. Do You Share My Personal Data?**

I will not share any of your personal data with any third parties for any purposes, subject to one important exception.

In some limited circumstances, I may be legally required to share certain personal data, which might include yours, if I am involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

**10. How Can I Access My Personal Data?**

If you want to know what personal data I have about you, you can ask me for details of that personal data and for a copy of it (where any such personal data is held). This is known as a “subject access request”.

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 11.

There is not normally any charge for a subject access request. If your request is ‘manifestly unfounded or excessive’ (for example, if you make repetitive requests) a fee may be charged to cover my administrative costs in responding.

I will respond to your subject access request within two weeks and, in any case, not more than one month of receiving it. Normally I aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date I receive your request. You will be kept fully informed of my progress.



**11. How Do I Contact You?**

To contact me about anything to do with your personal data and data protection, including to make a subject access request, please use the following details (for the attention of Loraine Makowski-Heaton):

Email address: [loraine@graciousmountain.co.uk](mailto:loraine@graciousmountain.co.uk).

Telephone number: 07703 294953

Postal Address: Gracious Mountain Therapies, Willowdene, High Common Road, North Lopham, Diss IP22 2HS.

**12. Changes to this Privacy Notice**

I may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if I change my business in a way that affects personal data protection.

Any changes will be made available on the website [www.graciousmountain.co.uk](http://www.graciousmountain.co.uk).