

# Privacy Policy

## Personal Information

From May 25 2018 there will be a new set of regulations that ensure that all of our personal information will be protected.

The General Data Protection Regulations (GDPR) will replace the existing Data Protection Act of 1998 and will bring the regulations up to date and help protect our personal information from our ever expanding digital footprint.

At various times during your interaction with Garden of Wellness, you will be asked to provide personal information. This document tells you what information we request and why we need it, what information is stored, and how we process it. By using this website or sending us an email you consent to the collection and use of information by Garden of Wellness

## Your Initial Consultation

I require your full name, address and date of birth so that we can identify your medical records correctly (as these are legal documents) and also to identify you correctly in any necessary correspondence with 3rd parties that you authorise. Should your name (eg. marriage) or address change, it is important that you let me know so that I can ensure your records are updated. I request your email address and telephone number(s) in order to contact you regarding your appointments, or with appointment reminders, or relating to your treatment at the Garden of Wellness. Should these details change, it is important that you let us know so that we can ensure your records are updated. I do NOT share or pass on these personal details to any 3rd party. You are not obliged to provide your email address or telephone contact details. And if, subsequently, you would like us to remove your email address and telephone number(s) from our database, let us know, and we shall do so within 5 working days. Please note that, without this information, I would be unable to contact you should we need to inform you of a change to your appointment in the event that your therapist is unavailable to see you. If you choose not to receive an appointment email reminder, and you miss your appointment, you will be charged the full fee, for the missed appointment.

I may also use your personal details to contact you (by post, email or text) with information, such as newsletters, that you may find of interest regarding our services or of a general healthcare matter, or with requests for feedback. I would seek your consent prior to doing so, and you may subsequently withdraw your consent if you wish – simply let us know, and we shall stop doing so within 5 working days.

## Your Medical Records

I am legally required to record essential clinical information that we take from you during your initial consultation and each subsequent appointment to enable us to make an accurate diagnosis of your problem(s) and to formulate an appropriate treatment and management plan. These records are held on paper, not in electronic form, and you may request a copy at any time. I aim to provide you with a copy within 5 working days of your request and will always comply with the statutory maximum of 30 days. There is no charge for a copy of these records. Your medical records, and any correspondence such as referral letters and reports based on their contents, are not shared with or passed on to any 3rd party, with the exception of:

other healthcare professionals such as your GP or consultant; if ownership of this practice passes to another therapist; your insurance company or legal representatives in the case of a medicolegal investigation. I would not do so without your consent. I store copies of any medical correspondence in paper form and stored in a locked filing cabinet, accessible only to only I, Andrea Waite at the Garden of Wellness. Statutory minimum storage times for medical records and associated correspondence are seven years after the date of the last appointment. In the case of minors records must be kept until the patient reaches the age of twenty-five (seven years after reaching eighteen).

## Data Processing

I store your name, address, date of birth, and (when provided) your email address and contact telephone numbers in a clinical audit database, along with information regarding your presenting complaint including diagnosis, duration and severity of symptoms, and response to treatment. The database is password protected and held on a secure server, accessible only to therapist at the Garden of Wellness. I store information in the clinical database for same duration as your medical records.

I reserve the right to make changes to this privacy policy without notice. Any changes that are made to this privacy policy will be reflected on this page.

If you feel that the Garden of Wellness have not managed your personal information correctly, please contact me, and I shall endeavour to address your concern immediately.

### Website data

All information you provide to me is stored on our secure servers. Any payment transactions will be encrypted using SSL technology. Once we have received your information, I will use strict procedures and security features to try to prevent unauthorised access.

## Google Analytics

This website uses Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses "cookies", which are text files placed on your computer, to help the website analyse how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website. By using this website, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

If you would like to know exactly what cookies are being used by Google Analytics and how they operate, or if you would like to find out more about the EU Cookie Law, you can do so via the links below.

[ICO Cookie Regulations](#) and [the EU Cookie Law](#)

Cookies and Google Analytics

## Links to other websites

This Website may, from time to time, provide links to other websites. Garden of Wellness has no control over such websites and is in no way responsible for the content thereof. This Policy does not extend to your use of such websites. Users are advised to read the privacy policy or statement of other websites prior to using them.

## Contact and withdrawing consent

If you have any questions regarding this Privacy Policy or the practices of this site or wish to withdraw your consent for the continued collection, use or disclosure of your personal information, please contact Garden of Wellness by sending an email to [garden.wellnesscincy@gmail.com](mailto:garden.wellnesscincy@gmail.com). Last updated: This privacy Policy was last updated on Fri May 25, 2018

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