

Privacy policy – personal data

Lisa Hardi Holistic Therapies

I am committed to safeguarding your privacy and will always respect any personal data you share with me and keep it safe.

As a therapist, I collect information about you when you give it to me directly as part of the consultation process including when you contact me by phone, email or other means.

If you interact with me on social media such as Facebook or Twitter those websites may collect your data and use it according to their policies.

When you visit my website www.lisahardi.co.uk I do not collect or analyse any data. My web host may do so according to their data policies www.tsohost.com

What information do I collect?

Your name and contact details, including physical address, telephone numbers, and e-mail addresses. Your medical and lifestyle history if it is part of the consultation process.

I use this data to provide you with holistic therapy services and ensure both your safety and that of my other clients.

Payments

If you pay me by electronic means such as debit card, bank transfer or PayPal then those organisations will access and use your data as per their policies. My card payment handling company is www.sumup.co.uk and my bank is FirstDirect. I do not hold any of this data myself.

Other disclosures

I will disclose your information to regulatory and/or government bodies and/or law enforcement agencies upon request only when required to do so in order to satisfy legal obligations which are binding on me.

Data security and access

I keep your data securely as paper records. Only your email and telephone contact details are stored electronically on my computer(s), phone and other devices and this data is only held for the purposes of contacting you as a current

client. When you cease to be a current client your electronic data will be deleted from all devices and all emails deleted although paper copies may be kept. You cease to be a current client if I have not been contacted by you for 3 months or more AND you do not have any prepaid therapy sessions to be taken. It may take 6 months or more from the date of last contact for your electronic data to be deleted.

Only I have access to your data.

Paper records are kept for at least 7 years after your last treatment with me and are then shredded and composted or otherwise securely disposed of. They may at some point be archived as electronic documents but at this point will be anonymised so no longer represent personal data.

Access

You can check the personal data I hold about you, and ask me to update it where necessary, by contacting me by phone or email.

Video

My treatment services are provided at my home address. In order to ensure the security of my home there are closed circuit cameras operating outside and you (and your vehicle) may be recorded when visiting. Film footage is stored securely for one week on a remote server and then deleted. Footage is only viewed and/or stored for longer if there has been suspect activity. I will inform you if this ever involves footage of you. Please contact me if you wish to discuss this further.