Data Protection Notification

You are receiving this email because you are now currently or have at least once in the past availed of my services as an acupuncturist, herbalist and/or holistic therapist, at Well Being Dublin

Before your first treatment you have filled out a consultation and consent of treatment forms.

General Data Protection Regulation ("GDPR"), came into effect May 25, 2018.

Complying with GDPR consent requirements gives me an opportunity to remind you that I am holding some of your personal data on paper based form: general detail such as name, email, address, telephone, date of birth, but also data about medical history and overall health, which was necessary to rule out contra-indications to your holistic treatment or herbal medicine remedy, and adapt them to your personal needs.

Under my professional insurance I am obliged to keep these records for 7 years from the date of your last treatment, after which they will be destroyed. With regards storage, they are kept in confidentiality, in locked file boxes.

As far as emails are concerned I would like to take the opportunity to let you know you that I do not send out any emails with regards my services or workshops etc. The only time I use your email is to send you an appointment reminder the day before your visit, (however generally I text these reminders on).

Your data will never be sold or shared with any third party, although I may occasionally contact you by email only to pass on a next day appointment reminder short message, (generally, I do this by text).

The only time I would share your information is *solely* under your direction, to other health professionals or a guardian, so as to discuss your treatment protocol. (E.G. your medical doctor or parents).

For extended information about the collection, storage and treatment of your data please consult my recently updated privacy policy below:

PRIVACY NOTICE

I, Anne Hughes am a sole trader registered under the business name Well Being Dublin at the following address: 19 Kincora Park, Clontarf, Dublin 3, Ireland.

THE PURPOSE OF THIS NOTICE

This notice is designed to help you understand what kind of information I collect in connection with my services and how I will process and use this information. In the course of providing you with my services I will collect and process information that is commonly known as personal data.

This notice describes how I collect, use, share, retain and safeguard personal data.

This notice sets out your individual rights; in summary these rights include your right to know what data is held about you, how this data is processed, and how you can place restrictions on the use of your data.

WHAT IS PERSONAL DATA?

Personal data is information relating to an identified or identifiable natural person. Examples include an individual’s name, age, address, date of birth, gender and contract details.

Personal data may contain information that is known as special categories of personal data, such as but not limited to, an individual’s health, racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic and biometric data, or data relating to sexual orientation.

PERSONAL DATA I COLLECT

In order for me to provide adequate services in Acupuncture, Herbal Medicine and my overall holistic health and well-being services, I collect and process personal data about you. I also collect your personal data where you request information about my services, events, classes or promotions.

You may provide me with personal data when completing online forms, when you contact me via phone, WhatsApp, Facebook, Skype or other communication platform, when emailing me directly, when you fill in paper-based consultation forms or online forms or when I write notes about you in order to provide you with adequate holistic health & well-being services.

I collect your personal data when you visit my website, where your unique online electronic identifier, commonly known as an IP address is collected for analytics purposes. I do also collect electronic personal data when you first visit my website when a small text file, commonly known as a cookie, is placed on your computer.

Cookies are used to identify visitors to simplify accessibility, and to monitor visitor behaviour when using website content, navigating the website and when using features. This is done to improve user’s experience on the website and enhance search engine optimization.

Where I collect data directly from you I am considered to be the controller of your data. Where I or third parties are used to process your data, I or these parties are known as processors of your personal data. A data ‘controller’ means the individual or organisation which, alone or jointly with others, determines the purposes and means of the processing of personal data. A data ‘processor’ means the individual or organisation that processes personal on behalf of the controller.

As an acupuncturist, herbalist and naturopath, I am both data controller and data processor of the following categories of data:

Personal data such as an individual’s name, address, date of birth, place of birth, gender and contact details including email.

Special categories of personal data such as health and details of medical history resulting in injury, acute or chronic conditions.

Data relating to an individual personal life, shared willingly by the client and in confidentiality and recorded for good practice of my holistic health & well-being services.

I do not share your personal data with any third party, unless requested so by yourself in the context of a referral and that would be done with your explicit permission.

If you object to the collection and use of your personal data I may be unable to provide you with my services to the best of my abilities.

If you require more information about how I collect personal data and with whom I am share data with, please contact me by emailing me at Anne-patrice@hotmail.com .

WHY DO I NEED YOUR PERSONAL DATA?

I will use your personal data for the performance of my contract with you, to provide you with adequate services based on the information you provide.

In purchasing my services, you are forming a commercial relationship with me. If you contact me for a quote on my services or request details on the services I provide, I am considered having a legitimate business interest to provide you with further information about my services. You may request to be withdrawn from all such marketing activities at any time.

DATA RETENTION

For compliance with the terms and conditions of my insurance company your records shall be kept for at least 7 years from last treatment.  In the case of treatment to minors, records will be kept at least 7 years after they reach the age of majority (18).

Sometimes I may need to retain your data for longer, for example if I were to need to defend myself in a legal dispute or as required by law or where evidence exists that a future claim may occur.

The retaining of data is necessary where required for contractual, legal or regulatory purposes or for legitimate business interest for statistical analysis, product and services development and marketing purposes.

Please contact me at anne-patrice@hotmail.com if you object to the use of, or have any questions relating to the use of, your data, the retention of your personal data.

YOUR RIGHTS

Individuals are provided with legal rights governing the use of personal data. These grant individuals the right to understand what personal data relating to them is held, for what purpose, how it is collected and used, with whom it is shared, where it is located, to object to the processing, to have the data corrected if inaccurate, to take copies of the data and to place restrictions on its processing. Individuals can also request the deletion of their personal data.

These rights are known as Individual Rights under the Data Protection Act 2018. The following list details these rights:

the right to be informed about the personal data being processed

the right of access to your personal data

the right to object to the processing of your personal data

the right to restrict the processing of your personal data

the right to rectification of your personal data

the right to erasure of your personal data

the right to data portability (to receive an electronic copy of your personal data)

Rights relating to automated decision making including profiling.

Individuals can exercise their Individual Rights at anytime. As mandated by law I will not charge a fee to process these requests, however if your request is considered to be repetitive, wholly unfounded and/or excessive, I am entitled to charge a reasonable administration fee.

In exercising your Individual Rights, you should understand that in some situations I may be unable to fully meet your request, for example if you make a request for me to delete all your personal data, I may be required to retain some data for professional insurance compliance, taxation, prevention of crime and for regulatory and other statutory purposes.

You should understand that when exercising your rights, a substantial public or vital interest may take precedence over any request you make. In addition, where these interests apply, I am required by law to grant access to this data for law enforcement, legal and/or health related matters.

PROTECTING YOUR DATA

I will take all appropriate technical and organisational steps to protect the confidentiality, integrity, availability and authenticity of your data, including when sharing your data with authorised third parties.

COMPLAINTS

If you are dissatisfied with any aspect of the way in which I process your personal data please contact me at anne-patrice@hotmail.com. You also have the right to complain to the Office of the Data Protection Commissioner (ODPC) in Ireland.

HOW TO CONTACT ME

If you have any questions regarding this notice, the use of your data and your Individual Rights please contact me at anne-patrice@hotmail.com

Please sign your name in bold letters, your signature and todays date to indicate that you have read and understood and agree with the terms and provisions of this 4-page Data Protection Notification and bring along for your visit with me.

Thank you.

Name (in block letters) ­­­­­­­­ ---------------------------------------------------

Signature ---------------------------------------------------

Today’s Date ---------------------------------------------------