

# Karen Rowlands-Hall

Holistic Health Therapist (Homeopath and Reiki Practitioner?)

## PRIVACY POLICY

I take the privacy rights of my patients very seriously. This privacy policy sets out how I deal with your 'personal information', that is, information that could identify, or is related to the identity of, an individual.

### What personal information do I collect?

In order to treat you, I will ask you to provide certain information. This includes:

- Name
- Gender
- Date of birth
- Home address
- Email address
- Telephone number
- Medical history.

To this, over time, I will add details of the conditions for which you have consulted me and the remedies and other therapies that I have prescribed or recommended.

### How do I collect this personal information?

All the information collected is obtained directly from you. This is usually at the point of your initial consultation. The information is collected via a 'medical history form' which I ask you to complete prior to or at the initial consultation. At the point at which you provide your personal information, I will also request that you provide consent for me to store and use your data. Your consent is required in order to ensure my compliance with data protection legislation. Subsequently, I will add to this initial information with details of the consultations you hold with me.

### How do use this personal information?

I use your personal information to analyse the conditions for which you have consulted me and to prescribe remedies and other therapies.

I will communicate with you by email, other digital methods, by telephone and by post.

### With whom do I share your personal information?

I will not disclose any personal information that I hold on you to any unrelated third party, except where required by law.

### How long do I keep your personal information?

I need to keep your information for as long as you continue to consult me. Since patients often return for more consultations after a period of absence, I will keep your information

for seven years after your last consultation. In the case of children, 7 years after their 18<sup>th</sup> Birthday. At that point, your file will be securely destroyed and any digital information will be erased from my computer systems.

### **How your information can be updated or corrected**

To ensure that I have accurate and up-to-date information, you need to inform me of any changes you believe I should make to the personal information I hold. You can do this by contacting me by any of the methods previously described.

Under data protection legislation, you have the right to inspect the personal information I hold about you. You can make a request to do so by contacting me and I will endeavour to respond within 14 working days.

### **How do I store your personal information?**

My patient files are paper-based and are held securely in a locked cabinet within my consulting room. I take steps to protect your personal information against loss or theft, as well as unauthorised access, disclosure, copying, use, or modification.

Your email address, if you have one, is held securely on the servers of my email providers, currently yahoo email.

### **Changes to this policy**

This policy may change from time to time. If I make any material changes, I will make you aware of them.

### **Contact**

If you have any queries about this policy, need it in an alternative format, or have any complaints about my privacy practices, please contact me:

Karen Rowlands-Hall  
Holistic Health Clinic  
Frisby-on-the-Wreake

Email: [healingartinfo@yahoo.com](mailto:healingartinfo@yahoo.com)

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