

# Bowenworks:

## PRIVACY POLICY – General Data Protection Regulations (GDPR) May 2018

### What is this guide for?

Whenever we need to collect any of your data, we will let you know at that point why we need to do so and what it will be used for, but this guide provides a useful overview of all of those situations and provides more detail on how we keep your data secure and up to date, how long we might hold it for, and what your rights are in relation to it.

Bowenworks is committed to protecting your personal data and will use any personal or sensitive data we collect from you in line with the General Data Protection Regulations (GDPR).

### Who's responsible for data the group collects?

Bowenworks is a Data Controller under the GDPR. Bowenworks Data Protection director is Isobel Knight who can be contacted at [bowtherapy@gmail.com](mailto:bowtherapy@gmail.com)

### What data do we collect and what do we use it for?

Bowenworks collects data from individuals for essential information in order to be able to work with you safely. So we ask for

- Name
- Email address
- Phone number
- Address
- Emergency contact details
- Age/gender
- GP details
- Your medical history
- Medications you are on

This data will be used to manage your healthcare and wellbeing plan. Barring email contact – all forms are not stored electronically, but forms are printed out and kept in a securely locked filing cabinet.

Data is held for up to seven years and then destroyed by shredding.

If you give us your consent to do so, we may also use your contact details to send you marketing/promotional information.

Any marketing/promotional communication we send you will include a clear option to withdraw your consent (e.g. to 'opt out' of future emails) and you can also withdraw

consent at any point by [contacting the Data Protection Officer – Isobel Knight, Bowenworks](#)

### **Mailing list subscribers: for marketing and promotion**

We offer everybody the opportunity to sign up (consent) to receive marketing and promotional information and newsletters from Bowenworks.

When you sign-up to our marketing mailing list we will ask for your name and email, and will use this data to send you information about our latest news – e.g. new clinic venues, offers, latest medical information, or articles of interest.

We will send you information but we will never share your with any 3rd party.

Anything we send you will include a clear option to withdraw your consent (e.g. to 'opt out' of future emails) and you can also do so at any time by contacting the Data Protection Officer – Isobel Knight

### **Do we share your data with anyone else?**

We will never pass your details on to third parties for marketing purposes.

We sometimes use third party services to process your data (e.g. Mail Chimp, Webmaster services,). We will always make sure any third parties we use are reputable, secure, and process your data in accordance with your rights under GDPR.

If we felt the need to contact your General Practitioner (GP) we would ask for your written consent. The same would be the case if we were writing up any case studies for social media purpose or future Newsletters. We would ask for your consent in writing.

In case of a life threatening medical emergency we would share the minimum relevant details (your name, age, address) for the emergency services, should this ever be necessary.

### **Are there special measures for children's data?**

We do not knowingly collect or store any personal data about children under the age of 16.

### **How can you update your data?**

You can contact us at any time at [bowtherapy@gmail.com](mailto:bowtherapy@gmail.com) to update or correct the data we hold on you.

### **How long we will hold your data?**

The Bowenworks data retention policy is to review all data held on individuals at least every seven years and remove data where we no longer have a legitimate reason to keep it.

Where you have withdrawn your consent for us to use your data for a particular purpose (e.g. unsubscribed from a mailing list) we may retain some of your data, including your medical/treatment notes for up to seven years in order to preserve a record of your consent having been withdrawn.

### **What rights do you have?**

Under the GDPR, you have the following rights over your data and its use:

- The right to be informed about what data we are collecting on you and how we will use it
- The right of access - you can ask to see the data we hold on you
- The right to rectification - you can ask that we update or correct your data
- The right to object - you can ask that we stop using your data for a particular purpose
- The right to erasure - you can ask us to delete the data we hold on you
- The right to restrict processing - you can ask that we temporarily stop using your data while the reason for its use or its accuracy are investigated

Though unlikely to apply to the data we hold and process on you, you also have rights related to portability and automated decision making (including profiling)

All requests related to your rights should be made to the Data Protection Officer – Isobel Knight of Bowenworks [bowtherapy@gmail.com](mailto:bowtherapy@gmail.com) We will respond within one month.

You can find out more about your rights on the [Information Commission's Office website](#).

### **What will we do if anything changes?**

If we make changes to our privacy statements or processes we will post the changes here. Where the changes are significant, we may also choose to email individuals affected with the new details. Where required by law, will we ask for your consent to continue processing your data after these changes are made.

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