

Emerald Holistics
Karen Douglas
Privacy and Data Protection Policy

Updated: 6th June 2018

Personal Data Collected

A certain amount of personal data is collected by Emerald Holistics at the time of your first attendance to a therapy session or yoga class. This is for the purposes of meeting Insurance Company criteria as well as for your health and safety during the sessions. Health information is also used to tailor sessions to suit your individual needs.

All information gathered by Emerald Holistics either on paper or through the contact form of my website is treated as confidential and will not be shared with any third party. The forms you complete are kept in a secure place for 7 years for insurance purposes. I do not copy data from your forms into other electronic formats.

If you wish to alter any of your data, review how it is used or wish to request its return to you, please contact Karen Douglas at karendouglas1972@gmail.com or by telephone 07720 845005.

You may, of course, decline to submit personally identifiable information to Emerald Holistics, in which case I may not be able to provide certain services to you.

How your Contact Information is used

When attending your session or yoga class, you will be asked to sign a disclaimer. In doing so you are agreeing to your email and phone number being used by Emerald Holistics to inform you of class changes, or updates directly relating to the service and appointments you have booked.

You may, of course, decline to submit your email and phone number to Emerald Holistics, which in some cases may mean that I am not be able to provide certain services to you.

If you do not wish to submit your email, and therefore are unable to book online, you can book your session or class by contacting me on 07720 845005.

I may, from time to time, use your phone number or e-mail to contact you about urgent class or appointment changes or to inform you if a waiting list place has become available. I will only do this if you have booked the class in question, or added yourself to the waiting list. If you do not wish me to contact you in this way, please inform me in person at karendouglas1972@gmail.com or by telephone 07720 845005.

Mailing Lists

Emerald Holistics does not hold customer data for the purposes of Direct Marketing or the publication of Newsletters. I will not provide your information to any third party for the purpose of Direct Marketing.

Facebook

When attending your session or class, you will be asked to sign a disclaimer and you have a chance of opting in if you consent to being contacted or being tagged on Facebook about classes that are relevant to you.

I may, from time to time, use your Facebook messenger or tagging to contact you about urgent class changes or to inform you if a waiting list place has become available. I will only do this if you have booked the class in question, or added yourself to the waiting list. If you do not wish me to contact you in this way, please inform me in Facebook Messenger, in person at karendouglas1972@gmail.com or by telephone 07720 845005.

You have the option to join our closed Facebook groups: Emerald Holistics by finding the group on Facebook and asking to join in. You have the option to opt out of these groups anytime by going into 'information' in the group and opting 'Leave Group' or informing me in person at karendouglas1972@gmail.com or by telephone 07720 845005.

Emergency Contact Information

Emergency contact information is collected solely for use in an emergency. Should Emerald Holistics need to contact your next of kin or give this information to the emergency services. This is the only information that would be shared with a third party, and only in the context of an emergency.

Your Rights

Data Protection Law means that you have extensive rights regarding the collection, storage and use of your data. Under the GDPR (General Data Protection Regulation) you have the following rights as an individual regarding your data:

- 1 The right to be informed
- 2 The right of access
- 3 The right to rectification
- 4 The right to erasure
- 5 The right to restrict processing
- 6 The right to data portability
- 7 The right to object
- 8 Rights in relation to automated decision making and profiling

If you would like to find out more about these rights, or if you would like to report a breach of them, then you can contact the ICO (Information Commissioners Office) at:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

or call their helpline on 0303 123 1113

Further contact details for the ICO can be found here:

<https://ico.org.uk/global/contact-us/helpline/>

Changes to Our Privacy and Data Protection Policy

Emerald Holistics may update this Privacy Policy from time to time,

so you should review this Policy periodically. When there is a change in the Policy in a material way, I will update the 'last modified' date at the top of this Privacy Policy. Changes to this Privacy Policy are effective when they are posted on my website. If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this website, please contact Karen Douglas at karendouglas1972@gmail.com or by telephone 07720 845005.

If at any time you feel that there is an issue with the way Emerald Holistics handles your data then you can contact the ICO (Information Commissioner's Office).

Cookies and IP addresses Collected by my Website

My website does not use cookies or collect your IP address.