

GDPR Privacy Policy

for Dolly Garton Wellbeing or Wyld Court Herbs

This document provides you with information on why I collect your personal data and what I do with it.

I take your privacy seriously and will only use your personal information to provide the services you have requested of me.

I am a Medical Herbalist and Complementary Health Practitioner. I provide Herbal consultations and Complementary treatments, to include Massage and Reflexology. I also give talks and workshops on Herbal medicine and related topics.

Why do I need to collect your personal data and what am I going to do with this information?

When you supply your personal details to me they are stored and processed for the 4 following reasons:

1. I need to collect personal information about your health in order to provide you with the best possible treatment. Your requesting treatment and my agreement to provide that care constitutes a contract. You can, of course, refuse to provide the information, but if you were to do that I would not be able to provide treatment.
2. I have a "Legitimate Interest" in collecting that information, because without it I couldn't do my job effectively and safely.
3. I also think that it is important that I can contact you in order to confirm your appointments with me or to update you on matters related to your medical care. This again constitutes "Legitimate Interest", but this time it is your legitimate interest.
4. Provided I have your consent, I may occasionally send you general health information in the form of newsletters or marketing material. You may withdraw this consent at any time – just let me know by any convenient method.

How long your personal data is kept

I have a legal obligation to retain your records for 8 years after your most recent appointment (or age 25, if this is longer), but after this period you can ask me to delete your records if you wish. Otherwise, I will retain your records indefinitely in order that I can provide you with the best possible care should you need to see me at some future date. I am legally advised to keep paper records indefinitely.

How your records are stored

- on paper, in locked filing cabinets. Whilst transporting these records to/from clinic, they are kept under lock and key unless in use by myself.

- on my office computer in the case of correspondence, referral letters, invoices etc. These are password-protected, backed up regularly, and the office is locked and alarmed out of working hours.

Who will your data be shared with?

I will never share your data with anyone who does not need access without your written consent. Only the following people will have routine access to your data:

- Me, so that I can provide you with treatment
- Other administrative staff, such as my bookkeeper. Again, administrative staff will not have access to your medical notes, just your essential contact details.
- I also use Mailchimp which currently hosts my mailing list and is based in the US. You can find MailChimp's Privacy Policy separately. Again, just your essential contact details, ie name and email address is shared with this third party service provider.

You have the right to see what personal data of yours I hold, and you can also ask me to correct any factual errors. Provided the legal minimum period has elapsed, you can also ask me to erase your records.

I want you to be absolutely confident that I am treating your personal data responsibly, and that I am doing everything I can to make sure that the only people who can access that data have a genuine need to do so.

Of course, if you feel that I am mishandling your personal data in some way, you have the right to complain. Complaints need to be sent to what is referred to in the jargon as the "Data Controller". Here are the details you need for that: Ms. D Lushai, Wyld Court Herbs, Wheatley House, Hampstead Norreys, Thatcham, Berkshire RG18 0TN

If you are not satisfied with the response, then you have the right to raise the matter with the Information Commissioner's Office.