

Sole & Body Work Terms & Conditions

I am a full member of the Association of Reflexologists (AoR). Being a full member of the AoR demonstrates that I have a nationally recognised Diploma in Reflexology. I also have a Diploma in Swedish Massage, and I am offering Swedish Massage treatments.

As an AoR member:

- I am bound by the AoR Code of Practice and Ethics.
- I follow the AoR Good Practice Policy and hygiene guidance to ensure client safety.
- I will always be adequately insured for medical malpractice /professional indemnity requirements. The industry standard is in excess of £5 million cover.
- I comply with the AoR Continuing Professional Development requirements which ensures my practice is kept up to date.
- I am compliant with GDPR data protection, please see my separate Privacy policy. Your information will remain confidential at all times.
- As a professional and highly qualified reflexologist with AOR status, I will provide you with the appropriate bespoke treatment and support.

Cancellation Policy

Please give me as much notice as possible, if you have to cancel your appointment. Appointments cancelled with more than 48 hours notice will not be charged. Appointments cancelled within 48 hours of your appointment will be liable to a 50% fee unless I am able to book another client at that time. Appointments not cancelled will be charged at the full fee. This fee will be required to be settled prior to any future bookings. My business is dependent on the number of clients I can see in my clinic hours. Thank you for your understanding.

Appointments

I have health requests of my clients as follows:

- If you have symptoms, a fever or loss of taste and smell or have been in touch with anyone with these symptoms please contact me as we may need to postpone your appointment.
- In return, I will apply these high standards to myself. I will contact you as soon as possible if I feel unwell, unable to treat or it is inadvisable for me to treat you, to explain and offer an alternative appointment.

Fees

My fees are as follows; they are payable in full at the time of treatment. List of charges:

Initial consultation (free) with foot reflexology treatment 1hr 15mins	£40
Foot Reflexology 1hr	£40
Initial consultation (free) with hand reflexology treatment 1hr	£35
Hand Reflexology 45mins	£35
Reflexology for Menopause 90mins	£50

For Swedish massage treatments, there will be an initial consultation (15mins) which is free. Swedish massage treatments can be adapted to suit client's needs.

Swedish Massage – full body massage (1hour)	£50
Swedish Massage – back, chest, neck, arms (45mins)	£45
Swedish Massage – back, neck (30mins)	£40

Sole & Body Work - Privacy Notice & Consent

Contact Details

Anna Paterson AOR

E-mail: soleandbodywork1@gmail.com

Personal Information Collected & Purpose of Holding Personal Information:

To give professional reflexology and Swedish massage treatments, I ask for and store information about your health. I only use this information for informing reflexology and Swedish massage treatments and providing any recommendations or aftercare following your treatment. The information to be held is:

- Your contact details.
- Medical history and other health-related information.
- Treatment details and related notes.

Most of the personal information I process, is provided to me directly by you, for one of the following reasons:

- To inform reflexology and Swedish massage treatments and any recommendations I give you following your treatment.
- To contact you about your appointments.
- To provide information related to your treatment.
- To provide information about Sole & Body Works.

I will use the information that you have given me to provide you with the best possible treatment options, support, and advice. I will not share this information with anyone without explaining why it is necessary and getting your explicit consent unless I am legally required to do so.

Lawful Basis for holding and using Client Information

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases I rely on for processing this information are:

- Your consent. You can remove your consent at any time. You can do this by contacting Anna Paterson
- I have a legal obligation due to:
 1. 'Claims occurring' insurance: (records to be kept for 7 years after last treatment)
 2. Law regarding children's records (records to be kept until the child is 25 or if 17 when treated, then 26)
 3. CNHC requirements to retain information for 8 years.
- I have a legitimate interest in providing you with the best possible treatment options, support, and advice.

As I hold special category data (i.e. health related information), the additional condition under which I hold and use this information is for me to fulfil my role as a health care practitioner bound under the Association of Reflexologists Confidentiality as defined in the Association of Reflexologists Code of Practice and Ethics.

How I store your personal information

I am committed to ensuring that your personal data is secure. I have put in place appropriate technical, physical, and managerial procedures to safeguard and secure the information I collect from you to prevent unauthorised access or disclosure.

I will contact you using the contact preferences you have given me.

Your Data Protection Rights

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.
- You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.
- Please contact me at **soleandbodywork1@gmail.com** if you wish to make a request.

Therapist's Rights

Please note:

- If you don't agree to your therapist keeping records of information about you and your treatments, or if you don't allow them to use the information in the way they need to for treatments, the therapist may not be able to treat you.
- Your therapist must keep your records of treatment for a certain period as described above, which may mean that even if you ask them to erase any details about you, they might have to keep these details until after that period has passed.
- Your therapist can move their records between their computers and IT systems, as long as your details are protected from being seen by others without your permission.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to Sole & Body Work at soleandbodywork1@gmail.com

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office Wycliffe House

Water Lane, Wilmslow Cheshire

SK9 5AF

Helpline number: 0303 123 1113 ICO website: <https://www.ico.org.uk>

Declaration: I have read this privacy notice, and I understand and accept it.

Printed Name:

Signature:

Date: