

# Amanda Philipe-Savage t/a Enjoy Better Health Terms & Conditions, Privacy Notice and GDPR Compliance

## ***Terms and Conditions***

### ***Payment policy***

The initial consultation appointment is £75 for a 90-minute session. All follow-up appointments are 45-60 minutes and cost £55 unless three sessions are booked together, in which case the cost is £150. Reiki Healing is £45. Payment is due at the end of each appointment by bank transfer, card or in cash.

### ***Cancellation policy***

Your appointments are very important to me and I understand that sometimes changes are necessary. I respectfully request at least 36 hours' notice for cancellations.

Please understand that when you forget or cancel your appointment without giving enough notice, I miss the opportunity to fill that appointment time, and clients on my waiting list miss the opportunity to receive treatment. All cancellations must be received at least 36 hours before your treatment to avoid being charged for your appointment. Clients who do not cancel with 36 hours' notice will be required to pay 50% of the appointment cost via a link provided on WhatsApp. I understand that emergencies happen. In this instance, please get in touch with me in advance of your arrival time. If you need to cancel a session, please call 07968722646.

### ***Complaints procedure***

If you are not satisfied with any aspect of your care, I encourage you to discuss this with me directly. You can contact me on 07968722646

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## ***Privacy Notice and GDPR Compliance***

This notice describes how and when I, in my clinical practice collect, use and share information about you for your care. This is to comply with the General Data Protection Regulation (GDPR).

## ***My commitment to your privacy***

Your trust is important to me. I have updated my Privacy Notice to explain how I collect, store and handle your personal data.

## ***Why I collect your data***

I want you to have the best possible experience as a client at my clinic. For example, the data I hold about you helps me to ensure you receive the best possible care.

## ***How I collect your data***

I do this in several ways – including online and in the clinic when you attend for treatment. I collect your personal information online when you complete and return your health questionnaire form digitally. As a qualified and insured practitioner, in the clinic, I take notes about your presenting conditions, when I speak to you on the telephone to discuss your care or via messaging. I treat your data with the utmost care and take appropriate steps to protect it.

## ***Personal information collected***

To aid the smooth process of your appointment you will normally provide me with certain information, such as your name, contact information and medical history. Records are in paper and electronic form and my practice uses a combination of working practices and technology to ensure your information is kept confidential and secure.

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## ***Why your information is needed and how it is used***

I like many practitioners rely on several legal bases to collect, use and share your information, including:

- Legitimate interest – the data is collected for the provision of health care as needed to provide your care and/or patient support
- Legal obligation – the data is collected to comply with a legal obligation or court order or in connection with a legal claim, such as retaining information about your payments for tax purposes.
- Consent – with your affirmative consent data may be shared with third parties, such as GPs or other healthcare professionals.
- Safeguarding - if I have concerns about your safety or the safety of someone connected with you, data may be shared with or without your consent to the relevant authorities, in order to protect you or another party.

Information may be used within the practice for clinical audit purposes to monitor the quality of services provided. Data may also be collected for statistical purposes. Where this is done, measures are taken to ensure that individual clients cannot be identified. Sometimes your information may be requested for research purposes, in which case, your consent will be sought before releasing such information.

Data will also be used to communicate relevant consented media.

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## ***When I may share your data***

I will sometimes share data with third parties to help me provide a better service for you. Some examples include contacting your GP for onward referral for other treatment, or a private X-ray / MRI facility.

## ***Know your rights***

You have many rights regarding your personal data, including seeing what data I access and updating your information. There is nothing you need to do right now, but if you would like to find out more, do take a look at my privacy notice or visit this website again at any time.

## ***The length of time your personal information is kept***

In general, records are retained for a minimum of 8 years after the last appointment. In the case of minors, the records must be retained until the child has reached the age of 24. Other legal obligations may dictate that records be retained for longer than this, for example, for insurance purposes and to resolve disputes.

## ***The third parties with whom your personal information is shared***

Information about clients is important and critical to my business. This information is shared for limited reasons and in limited circumstances, as follows:

- With medical professionals – with your consent, I will share information with medical professionals such as your GP or another healthcare practitioner to allow continuity of care.
- Service providers – these trusted, third parties are engaged to perform functions and provide services to my therapy business, (for example to send text notifications of appointments. I disclose only the personal information that is necessary to deliver the relevant service.

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## ***Access to your personal information***

You have the right under the GDPR to request access to view or obtain copies of what information my practice holds about you and to have it amended if it is inaccurate. If you wish to make such a request, please do so in writing to the practice and the practice must respond within 1 month of the requests. There is no charge for copies of your file. Please note that health records are normally exempt from change and deletion requests.

## ***Objections***

You have the right to object to me processing some of your information based on legitimate interests. In such cases, the practice will delete your personal information unless there are compelling and legitimate grounds to continue using that information or if it is needed for legal reasons.

## ***Complaints***

Should you have any concerns about how your information is used at the practice, please discuss it with me in the first instance. Furthermore, you can raise any complaint regarding this with the Information Commissioners Office (ICO) via their website ([www.ico.org.uk](http://www.ico.org.uk)).

## ***Notification and Data Controller***

I, Amanda Philipe-Savage am registered with the Information Commissioners Office as the Data Controller for my practice (ICO registration number C1545723). I can be contacted via the following e-mail address: [amanda@enjoybetterhealth.co.uk](mailto:amanda@enjoybetterhealth.co.uk)

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