

Essential Solutions Privacy Policy



Why do I need a privacy policy?

The data protection laws are changing and it is a necessity that we explain how we use the personal data we collect.

1. The personal data we collect regarding your health and lifestyle are classed as **legitimate interest** and we do not need your consent to retain this information as it is required for us to provide you with a personalised, safe and effective treatment.

Please note you have a **right to view** this information; simply ask and we are happy to show you or provide you with a copy at no cost. You also have a right to request that any inaccurate or incomplete data be amended, again, please ask and this will be dealt with promptly and you will be requested to sign for accuracy.

We also have a **legal obligation** to retain this information for 8 years after you last appointment. After this period you may ask us to delete your records. If this request is not made by you, Essential Solutions may choose to retain them to offer you the best possible service should you choose to visit again in the future.

2. On occasions we may use your contact details as obtained above to send out **marketing information** i.e. details and dates of up and coming courses, promotions, cards and newsletters. This will usually be in the form of an email. It is a requirement of the new law that I now specifically require your **consent** to go ahead with this. Please be aware you may withdraw your consent at any time – just let us know by any convenient method and your data will be withdrawn from our marketing data bank.

How is your information stored?

1. Written records are stored in a locked cabinet in a room which is locked and alarmed outside working hours.
2. Contact details and appointment dates are stored on a password protected computer which is shared only with those who work for Essential Solutions and to whom this data is relevant.

3. We use Mailchimp to coordinate our marketing emails so your email address and name may be saved on their server. Mailchimp are required to be compliant to the same rules as Essential Solutions.
4. This information is also backed up by a 'cloud' storage system which is also compliant to the same rules as Essential Solutions.
5. Please be aware that all reasonable steps are taken to prevent unauthorised access to the computers concerned.

Essential Solutions wants you to be confident that your personal data is treated respectfully and confidentially and that we are taking all necessary precautions to ensure your data is only accessed by those who need to do so. However, if you feel we have mishandled you data in some way you have the **right to complain**. Initial complaints need to be addressed to the Data Controller, which in the case of Essential Solutions is:

Caroline Bradley
info@essential-solutions.co.uk
07910 332811
20 James Street
Kimberley
Nottingham
NG16 2QG

If you are not happy with our response you have the right to raise the matter with the Information Commissioner's Office. There details can be found at www.ico.org.uk

Please be assured that Essential Solutions will not disclose, give, sell or transfer any personal information about our clients, students or visitors unless required for law enforcement or statute.

