

Wye Valley Shiatsu – Privacy Notice

Last updated: October 2026

I respect your privacy and take the confidentiality of your personal information seriously. This notice explains what information I collect, why I need it, how I use it and how I keep it secure.

Who I am

Wye Valley Shiatsu is the practice of Vicky Evans.

I am the data controller responsible for the personal information I hold about you.

Email: wyevalleyshiatsu@gmail.com

Telephone: 07749 281625

What information I collect

I may collect your name and contact details, appointment information and information you provide when contacting me or booking an appointment.

If you receive Shiatsu from me, I may also collect information about your health, wellbeing, lifestyle, medical history, medication and other information that is relevant to your treatment.

Some of this is **special category personal data**, because it relates to your health.

Why I use your information

I use your information to:

- respond to enquiries and arrange appointments;
- provide Shiatsu safely and appropriately;
- prepare for your treatment;
- maintain accurate professional treatment records;
- communicate with you about your appointments and treatment;
- manage payments and other necessary business records;
- meet my professional, insurance and legal responsibilities.

I do not use your health information for marketing.

How I use your health information

Health information is given additional protection under UK data protection law.

When you complete my client questionnaire, I ask for your **explicit consent** to process and securely store the health information you provide for the purposes of providing Shiatsu and maintaining my professional treatment records.

You can withdraw this consent at any time by contacting me. Withdrawal of consent does not affect information already processed, and I may need to retain some information where there is a professional, legal or insurance requirement to do so.

Where I store your information

I use a small number of services to run my practice.

Setmore is used for appointment booking and contains basic information needed to manage your appointments, such as your name, email address and telephone number.

Google Forms and Google Sheets are used to collect your initial client questionnaire. This information is transferred to my main client records and the temporary questionnaire response is then deleted.

OneDrive Personal Vault is used for my main client and treatment records.

I may temporarily download relevant client records to my password-protected computer when needed for upcoming treatments. These temporary copies are deleted once they have been transferred back to my main records and are no longer needed.

Who I share your information with

I do not sell your personal information.

I may need to share relevant information with service providers that help me run my practice, such as my booking, cloud-storage, email or payment providers.

I may also share information where necessary with my insurer, professional advisers or relevant authorities where there is a legal or professional requirement to do so.

I only share information that is relevant and necessary for the particular purpose.

How I protect your information

I take reasonable steps to protect your personal information from loss, unauthorised access or inappropriate disclosure.

This includes password protection, appropriate account security, secure cloud storage and limiting access to client information.

As a sole practitioner, I am the only person routinely accessing your treatment records.

How long I keep your information

I retain treatment records for **10 years following your last treatment**, in accordance with my professional and insurance requirements.

After this period, records will be securely deleted unless there is a specific reason why they need to be retained for longer.

Financial records are retained for the period required for tax and accounting purposes.

Temporary questionnaire information is deleted once it has been transferred to and checked against the main client record.

Your rights

You have rights over the personal information I hold about you. These include, where applicable, asking to see your information, asking for inaccurate information to be corrected, asking for information to be deleted or asking me to restrict how I use it.

Some of these rights are subject to exceptions, including where I have a professional, legal or insurance reason for retaining information.

If you have a question about your information or wish to exercise one of your rights, please contact me at:

wyevalleyshiatsu@gmail.com

You can also complain to the **Information Commissioner's Office (ICO)** if you are unhappy with how I have handled your information.

Marketing

If you choose to receive newsletters or other marketing communications from me, you can unsubscribe at any time.

Your marketing preferences do not affect your ability to receive Shiatsu.