
PRACTITIONER PRIVACY NOTICE

ICO notification number - Registration reference: **ZA352264**

Jess Bale, The Bergamot Room, c/o Cotswold Health Centre, 8a George Street, Stroud GL5 3DX

Jess Bale takes security and privacy seriously:

- I keep to a minimum the amount of information I hold about you.
- I use your data to respond to your enquiries about our services (the lawful basis for this is "Consent") and to provide our services to you (the lawful basis for this is "Contract").
- I delete your data when it is no longer needed.
- I apply appropriate security mechanisms to protect your personal data.

For the definition of terms used within this Privacy Notice refer to the [ICO website](#) or look at the General Data Protection Regulation ("GDPR"). We suggest you start with the ICO website.

Any questions you have about this Privacy Notice, contact us via email on the Data Controller, Jess Bale, at jess@stroudmassage.co.uk.

What personal data do we hold and why?

Your name, contact information and health history, provided by you, will be used to book appointments, send reminders, receive payment for sessions, carry out safe Craniosacral Therapy and Counselling sessions with you, and keep appropriate health and financial records.

The website www.bergamotroom.co.uk uses only standard fixed 'cookies'.

The booking and payment website 10to8.com have their own policies in place, which you agree to when you use their website. I only use their information and systems after you have consented this.

The Bergamot Room Facebook page uses Facebook's policies.

Whom do we share it with?

Jess Bale may work with appropriate professionals in the provision of therapy services.

Jess Bale will provide you with details of who will be involved as part of the agreement with you regarding the provision of any of services. We will also discuss and agree on any specific security requirements you may have during the provision of services.

All other third parties we use – including those who provide email and storage solutions used in our day to day work – are selected for, and monitored on, how they meet the requirements of current UK data protection legislation and the requirements of GDPR.

Where this includes storage or processing of information outside of the European Economic Area (EEA), we include checks to ensure that compliance with the appropriate frameworks for exchange of personal data (such as the EU-US Privacy Shield) is in place.

Exemptions to the above are where we are asked to provide information as a result of a court order or to recover monies due.

We do not share nor sell your personal data to anyone else.

How long do we store it for?

We will store your personal information for a maximum of five years after your last communication with us (or five years after the 18th birthday of a child).

If you wish to stop hearing from us prior to that time then email contact Jess Bale at jess@bergamot.co.uk or phone 07896 046188.

Financial transactions between us might include some personal data. We are required to keep this information for the current financial year plus an additional six years.

Whilst we store your information, we store it securely to prevent unauthorised use.

How to change information or contact us about anything concerning our use of your personal data

If there are any changes in your details that we need to reflect, you need to check the accuracy of the details that we hold about you, or if you have any other questions about this Privacy Notice, email Jess Bale at jess@bergamotroom.co.uk.

Should you feel that you need to complain about how we are handling your personal data, email Jess Bale at jess@bergamotroom.co.uk.

Your ultimate point of contact for all data protection matters in the UK is the Information Commissioner's Office. See the [Contact us](#) page on the ICO website.

What if this privacy notice changes?

If changes to this Privacy Notice include any significantly different use of your personal data, we will let you know and give you the option to agree to the new use.