

Privacy Policy (GDPR Statement)

Lovely Feet Reflexology – Mobile Practice

At Lovely Feet Reflexology, your privacy is extremely important. As a mobile reflexology service, I take extra care to ensure your personal information is handled securely while working in your home and on the move, in line with the UK General Data Protection Regulation (UK GDPR).

1. What information I collect

I may collect and store the following personal information:

- Name, address, email address, and phone number
- Details required to locate and access your home for appointments
- Emergency contact details
- Relevant health and medical information (required for safe treatment)
- Appointment history and treatment notes

2. How your information is used

Your information is used to:

- Provide safe and appropriate reflexology treatments in your home
- Travel to and locate your address for appointments
- Maintain accurate client records
- Communicate with you about bookings, reminders, or changes
- Meet legal, professional, and insurance requirements

I will only use your information for the purpose it was collected and will never sell or share it for marketing purposes.

3. Lawful basis for processing

I process your data under the following lawful bases:

- Consent – for holding and using your personal and health information
- Legitimate interests – to deliver safe and effective treatments
- Legal obligation – to comply with professional, legal, and insurance requirements

4. How your data is stored (mobile working)

As a mobile practitioner:

- Paper records are kept in a secure, locked case when travelling and stored in a locked cabinet when not in use
- Digital records (e.g. phone, tablet, or laptop) are password-protected and secured with device encryption
- Devices are not left unattended in public places or vehicles
- Only I have access to your personal data

5. Transporting your data

When travelling between appointments:

- Only necessary client information is carried
- Paper notes are kept secure at all times
- Digital access is restricted and protected

6. How long your data is kept

Your records will be retained for 7 years after your last appointment (or longer if required by law or insurance), after which they will be securely destroyed.

7. Sharing your information

Your information will remain confidential and will only be shared:

- With your explicit consent

- If required by law
- With relevant healthcare professionals (only where necessary and with your permission)

8. Your rights

Under UK GDPR, you have the right to:

- Access the personal data I hold about you
- Request correction of inaccurate data
- Request deletion of your data (where applicable)
- Withdraw consent at any time
- Lodge a complaint with the Information Commissioner's Office (ICO)

9. Contact details

If you have any questions about this policy or your data, please contact:

Lovely Feet Reflexology

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