



## **Client Privacy Policy for Rest and Rebalance Reflexology (RRR)**

1. RRR is committed to complying with **General Data Protection Regulation (GDPR)** governing privacy of personal information by businesses and to protecting and safeguarding your privacy when you deal with it. RRR will never disclose your personal information to any third party unless it has your permission to do so, or as is otherwise required under section 5 of this Privacy Policy notice.

2. Some information provided to RRR by clients might be considered private or personal. Without these details RRR would not be able to carry on its business and provide its services to you.

3. At or before the time the personal information is collected by RRR, it will take reasonable steps to ensure that you are made aware of the fact that you are able to gain access to the information held about you, the purpose of the collection, the type(s) of organisations to which RRR usually discloses the information collected about you and any laws requiring the collection of the information.

4. RRR may use or disclose personal information held about an individual for the primary purpose for which it is collected e.g. provision of services, including administration of services, notification to you about changes to services. RRR may also use information where it would reasonably be expected by you that RRR would use the information. This information is only disclosed to persons outside RRR's business in the circumstances set out in this policy or as notified to you at the time of collection of the information.

5. In addition, RRR is permitted to use or disclose personal information held about you:

- Where you have consented to the use or disclosure
- Where RRR reasonably believes that the use or disclosure is necessary to lessen or prevent a serious, immediate threat to someone's health or safety or the public's health or safety
- Where RRR reasonably suspect's that unlawful activity has been, is being or may be engaged in and the use or disclosure is a necessary part of RRR's investigation or in reporting the matter to the relevant authorities
- Where such use or disclosure is required under or authorised by law (for example, to comply with a subpoena, a warrant or other order of a court or legal process)
- Where RRR reasonably believes that the use or disclosure is reasonably necessary for prevention, investigation, prosecution and punishment of crimes or wrongdoings or the preparation for, conduct of, proceedings before any court or tribunal or the implementation of the orders of a court or tribunal by or on behalf of an enforcement body.

6. RRR places significant importance on the security of all information associated with clients. RRR has security measures in place to protect against the loss, misuse and alteration of personal information under our control. Personal information is de-identified or destroyed securely when no longer required by RRR.

