

Privacy Policy for Schia Mitchell Sinclair MSc MNIMH RCST

As a Craniosacral Therapist and Medical Herbalist the privacy and security of my patient's data is hugely important to me. Under GDPR 2018 I am required to document what data I collect, what I use it for and the steps I take to maintain this privacy and security. I will keep this policy updated and keep a link to it on my website (under news and updates).

What data I collect:

As a Craniosacral Therapist and Medical Herbalist I keep records of your name, date of birth and contact details as well as dates of appointments and notes regarding your medical history, current conditions and any treatments or medications I recommend for your treatment. I also keep invoices to you on file.

What I do with this data:

I need to keep records of your history, treatments and ongoing prescriptions in order to best help you with your health. I occasionally need to contact you regarding your treatment, appointments or to send you some relevant information, e.g. test results.

Legally I am required to keep all patient notes for at least 7 years after I have finished seeing them. In the case of minors I need to keep them until they have reached 25.

All paper records are kept in a locked filing cabinet and electronic records are password protected. I am the only person who has access to them. Your name and contact details are also stored securely online in Fresha, an online scheduling application.

If, for any reason, I am unable to see you for a scheduled appointment and unable to let you know, I have appointed another therapist who will be in contact to let you know what is happening. They will not have access to your notes or any details of your case but will be able to access my diary and your contact number.

If at any point I need to dispose of patient records, it will be done in accordance with the principles of the Data Protection Act (most likely shredded).

Marketing

I run occasional courses or talks and will sometimes send out emails to let you know when and where they are happening. To date this has been an infrequent occurrence and I obtain explicit permission for this when you first come to see me. I will not send emails about such events to anyone who has not ticked the box to say they would like to receive such emails.

If you do tick the box and change your mind at a later point about receiving such emails, you can simply reply to me and let me know to remove you from my mailing list and I will do so. This will not, in any way, affect your treatment or any ongoing contact regarding your health. I do not share information with any other individuals or companies.

NHS Test and Trace

I am now required by law to provide client contact details (including name, contact number, dates and times of visit) to the NHS Test and Trace, if they request it, up to 21 days after the treatment. NHS Test and Trace will ask for these records only where it is necessary, either because someone who has tested positive for COVID-19 has listed my premises as a place they visited recently, or because my premises have been identified as the location of a potential local outbreak of COVID-19. I would have to disclose anyone I have been with for more than 15 minutes. As a result, you might be asked to

be tested, to take extra care with social distancing or to self-isolate.

Queries or requests

If you have any questions or comments regarding this policy, please contact me on herbalist@cambridgeherbalist.org.uk or cranio@cambridgeherbalist.org.uk.

Revised: 8 February 2021