



Sports Massage Therapy by Tom

Updated: 11/02/2021

Data and Privacy Policy

Sports Massage Therapy by Tom is an independent Sports Massage Therapy service provider. The following data and privacy policy details how your data is processed, and applies to the web site and services offered by the business.

1. Personal data

The GDPR (General Data Protection Regulation) May 2018 is the legal regulation that has been put in place to safeguard an individual's personal information. Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession, or they are likely to come into such possession of.

2. Data Controller

Sports Massage Therapy by Tom is the data controller (contact details below), and decides how your personal data is processed and for what purposes.

3. The lawful basis for processing your personal data

Processing is carried out by Sports Massage Therapy by Tom provided:

- The processing relates only to the client, and they have given consent for its use
- The processing of the personal data is necessary for the provision of services
- There is no disclosure to a third party without client consent

Clients may refuse to supply personal data, but it may prevent them from receiving treatment.

4. Personal data processing

Sports Massage Therapy by Tom complies with its obligations under the GDPR by keeping personal data up to date; by storing and destroying it securely; by only collecting adequate and relevant data for business operations; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

Identifiable personal data is required, such as contact details, to be able to communicate with you.

Non-identifiable information is required about your current health, along with your medical history, to provide effective and safe treatment and advice. Treatment notes will be recorded after each appointment, along with a diarised record of appointments.

Personal data is used for the purpose of:

- Arranging treatment appointments with clients, and/or the appropriate adult/carer in the case of under 18s and vulnerable adults. This includes client contact data.
- Communicating aftercare advice and informing future treatments.
- Providing information based service updates, in the case of unforeseen circumstances.
- Providing news and information, activities and services offered by Sports Massage Therapy by Tom, where the individual has chosen to receive such information.

5. Sharing personal data

Your personal data and any private information you share will be treated as strictly confidential. It will only be shared with third parties (healthcare providers, coaches etc.) with your consent. The only exception to this is where emergency health issues arise, leaving the individual unable to communicate; in which case we reserve the right to share information as deemed essential to aid the emergency services.

6. Data retention

Client data will be held for 7 years from the date of the client's last treatment. If the client is under the age of 18 when treatment ended, then it will be held until their 25th birthday.

This is deemed the length of time where there is a 'legitimate interest' in retaining such records.

Records are required to be kept for insurance purposes.

Records will be reviewed once a year and destroyed if they are no longer bound by the regulated legal timescale for such records to be held.

7. Changes to data and privacy policy

Sports Massage Therapy by Tom has the discretion to update this data privacy policy at any time. The updated date at the top of this document will be revised accordingly. Where and whenever necessary, we will seek your prior consent to the new processing. It is your responsibility to review this policy periodically and to be aware of modifications.

8. Your rights and personal data

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

- The right to be informed how we use your personal data.
- The right to have information corrected if it's out of date, incomplete or incorrect.
- The right to request that the data controller provide you with a copy of your personal data (a Subject Access Request or 'SAR') or, if needed and possible to, transmit that data directly to another data controller.
- The right to object to the processing of personal data, restrict further processing and withdraw your consent to the processing at any time.

- The right to request your personal data is erased in circumstances where this does not contravene our legal or our insurance responsibilities.
- The right to lodge a complaint with the Information Commissioner's Office.

9. Contact Details

To exercise all relevant rights, queries or complaints, please in the first instance contact Sports Massage Therapy by Tom directly to address the matter.

Thomas Powell

Sports Massage Therapy by Tom

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Sports Massage Association (SMA) Member ID: 24351

