



Privacy Policy
Last Updated: 10/10/2024

1. Introduction

Green With Healing refers to me, Nathaniel Trayfoot, ('I', 'me', 'my') a sole trader who specialises in holistic and complementary therapies. I am accredited with the International Practitioners of Holistic Medicine (IPHM) and am insured with Westminster Insurance.

I am committed to protecting the privacy and security of your personal data. I have developed this Privacy Policy to inform you of the personal data I collect, how I process your personal data, what I do to keep it secure, as well as the Rights you have over your personal data.

Green With Healing is a 'Data Controller' as I have determined the purposes of why personal data should be collected and processed.

As I am based in the United Kingdom (UK) I am registered with the Information Commissioners Office (the ICO).

You can contact me using the following details:

Post: 13 Harrow Road, Carshalton, Surrey, SM5 3QH

Phone: 07538379642

Email: greenwithhealing@gmail.com

This Privacy Policy is governed by English law.

2. Lawful Basis for Data Processing

GDPR requires all businesses to establish a legal basis for each piece of personal data that they collect.

The legal reasons I have identified are:

- Consent: clear consent has been given to process the personal data for a specific purpose.
- Contract: the processing is necessary to fulfil my service as a therapist with clients or because it is best practise to receive the data before providing the service.
- Legitimate Interest: the processing is necessary for my legitimate interest to provide the best service possible and to the client's maximum benefit.

3. Data Subjects

Due to the services I offer, I may process personal data of the following individuals ('Data Subjects'):

- Customers/Clients
- Enquirers
- Complainants

The above list is representative and non-exhaustive.

4. Personal Data Collection

I may collect personal data through different means such as:

- When you send me an enquiry
- Contact me via telephone, email or letter
- Contact me on social media
- When you fill out a consultation form(s)
- When you use my website: www.greenwithhealing.com

The above list is representative and non-exhaustive.

5. Personal Data Processed and How/Why I Use Personal Data

I process personal data relating to your contact information, medical history and lifestyle. This data helps me to:

- Understand how you need to be addressed and how to contact you.
- Understand what precautions might be necessary during a treatment.
- Identify any related contraindications to treatment.
- Understand if your GP's or specialist's permission is needed to carry out a treatment.
- Identify how to best adapt the treatment to your full benefit and give the best holistic advice.

The above list is representative and non-exhaustive.

For more information on how/why I process personal data you can contact me as detailed in Section 1.

6. Data Sharing

I do not sell, rent, or lease personal data related to any of my clients (including prospective) at any time, or to any third-party.

7. International Data Transfers

I use Google Forms for my consultation form and Wix for my website. Google and Wix have servers around the world, this means that your information may be processed on servers outside of the UK. Regardless of where your information is processed, Google and Wix apply the same level of protection to your data.

If data is transferred as outlined by Google or Wix's Privacy Policies (and/or related documents), appropriate safeguards are taken with the aim of ensuring that your privacy rights continue to be protected.

8. Marketing Communications

There may be times when I want to share marketing news and updates regarding my services should you like to receive them. You can always change your preferences (opt out) by clicking on the relevant unsubscribe link at the bottom of the email, or by contacting me as outlined in Section 1.

I'm listed on the Treatwell marketplace. If you book through Treatwell, they may collect your personal data such as your email and phone number for purposes such as marketing and appointment reminders.

Please see Treatwell's Terms & Conditions and their Privacy Policy for full details and their responsibilities. Please contact me if you have any concerns.

9. Social Media

I may use social media sites such as Facebook for purposes including but not limited to sharing news, updates and for promotional activities; it enables me to interact with clients (including prospective), reach new audiences and showcase my services. When you interact with me on social media through means such as 'likes', 'shares' or leaving comments, this enables me to see certain social media details (e.g. names, social media handles and photos). I don't record or copy any social media profiles or details, but you should be aware when interacting with me on social media other users or viewers may be able to view your profile and any comments/feedback.

It is your responsibility to ensure you have set up suitable and appropriate privacy settings for your use of social media.

10. Cookies

I use cookies on my website. Some cookies have an essential function to run the website, whereas others such as Functional, Advertising or Analytics must have your consent.

I only use Necessary Cookies, which are required for the basic features of the website and do not store any personally identifiable data.

To opt out of being tracked by Google Analytics across all websites, visit this link: <http://tools.google.com/dlpage/gaoptout>.

11. Automated Decision-Making

I do not carry out any automated decision-making. If this ever changes, I will update this document and provide details to when this would apply.

12. Data Storage & Retention

Consultation Form responses are stored on my Google Forms platform, to which only I have access. Access is never given to any other individual or third party.

My website is hosted on the Wix.com platform. Wix.com provides me with the online platform that allows me to present my services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

As a 'Data Controller' I will retain personal data to provide my services and for a reasonable period of seven years thereafter to enable me to meet my contractual and legal obligations and to deal with complaints and claims in line with various requirements and best practice recommendations.

At the end of the retention period personal data will be securely deleted.

13. Data Security

I have put in place appropriate security measures to prevent your personal data from being accidentally lost, used, altered, disclosed or accessed in an unauthorised or unlawful manner.

If I become aware of any loss, misuse, alteration or abuse of personal data, I will work closely with the relevant authorities and other parties as necessary to investigate the incident. I have put in place the relevant procedures to mitigate and report (when needed to relevant parties) such incidents.

If you suspect or become aware of a data breach, contact me immediately as outlined in Section 1.

14. Data Protection Rights

If you are based in the UK/EEA you have several Rights to how your personal data is processed. The Rights are as follows:

The Right to be informed

The Right to access data

The Right to rectification

The Right to erasure

The Right to restrict processing

The Right to objection

The Right to portability

The Right not to subject to automated decision making and profiling

If you would like to exercise any of the above Rights you can do so by contacting me using my details as outlined in Section 1.

Please note I may ask for ID (e.g. passport scan, drivers licence .etc.) to verify identity if necessary. Upon successful verification I will remove and delete all copies of ID received.

Should I require an extension of time to help fulfil any Right requests, I will contact requestors as soon as possible with the reason(s) why an extension is necessary and when the Right request(s) can be fully carried out and completed.

15. Concerns and Complaints

I understand you may have concerns and complaints about this Policy and any aspects to how I process personal data. To raise such concerns or complaints, please contact me as detailed in Section 1.

You can also submit a complaint directly to the Information Commissioners Office (the ICO), the UK supervisory authority for data protection in the UK on their website.

16. Reviews and Updates

I will review this Policy from time to time and make changes to it when necessary. I recommend that you check this Policy to see where/if changes have been made and to review the updated information.

I will alert you about any changes by updating the 'Last Updated' date at the top of the document, and you waive any right to receive specific notice of such changes. It is your responsibility to review this Policy to stay informed of any updates. You will be subject to and will be considered to have been made aware of and to have accepted the changes in any revised clauses by your continued use of my website and services after the date of any revised editions are posted.