

# **General Data Protection Regulation (GDPR)**

## **How do we use your data?**

When you click submit on a contact form on the website, the data you have entered is sent to our email inbox for processing. Your data is sent over a secure page. We do not share your data. We do not give or sell your data to anyone else. Your data is used to respond to your query.

## **How do we store your data?**

Your data will be stored within our email system to the point that the enquiry is answered. Your data might be stored on our local machine or hard drive. Your data will not be stored in a cloud.

We will only retain your data in order to respond to your current and any future contact, transaction or business. At any time you can request that your data is destroyed.

## **Can your data be “forgotten?”**

You have the right to be forgotten and following your request your data will be eradicated from our systems completely. Please contact Monica Salisbury by email ([info@waveneyvalleypilates.co.uk](mailto:info@waveneyvalleypilates.co.uk)) or telephone (07540607242) to request the deletion of any data that you have supplied.

## **Will you send unsolicited emails?**

I may email you from time to time in order to let you know about appointment details, studio information or issues surrounding studio closures. I often contact clients after sessions to follow up with them and assess the effectiveness of the session, please let me know if this is not desired.

At this stage I do email out offers, events, promotions, classes or new products and services.

## **How is your data stored on our systems?**

Personal information that I may hold includes the website contact form data. This data is requested purely in order to help resolve our business together. This data is held only on a local drive and is accessed only by myself.

## **How is the other sensitive data which you provide on your consent form used?**

The information you provided on the Medical History Form and Covid-19 Forms are used by me to ensure that you have consented and provided all relevant medical information for your safe participation in a Physio Led Pilates classes. This information is not backed up to online cloud storage. During a session specific questions are asked surrounding the history of the current presenting complaint, the presenting complaint itself, previous medical history, current medications etc. This information is used to assist the appropriate and efficient management of your problem.

Clinical documentation is either scanned and stored on a local hard drive or in a filing cabinet, which is only accessible by myself. It is not backed up to online cloud storage.

All patient documentation is retained for 8 years from the date of the final contact (adults) or 8 years after 18th birthday for children. As this information is necessary to ensure high standards of care and for insurance purposes the right to erasure of consent forms or treatment documentation does not apply.