

The Retreat - PRIVACY NOTICE

This privacy notice explains how The Retreat collects, uses, and protects your personal data as a patient of this acupuncture practice.

The Data Kept About You

To provide safe and effective acupuncture treatments, the following information is collected:

- Contact Details: Your name, address, phone number, and email.
- Medical Records: Your health history, lifestyle details, and clinical notes from each treatment session.

How Your Data is Kept Secure

Your privacy and medical confidentiality are taken very seriously:

- Paper Records: All physical consultation forms and treatment notes are securely stored in a locked filing cabinet.
- Access Control: Only your practitioner has physical access to these records.
- Digital Data: Any contact information stored digitally is password-protected on secure devices.

How You Are Contacted

Your contact details are used for the following specific purposes:

- Appointment Reminders: Automated text messages are sent to remind you of upcoming bookings. This is an administrative necessity to manage your appointments.
- Events & Community Updates (WhatsApp): A community WhatsApp group is operated to share upcoming events and clinic news. Joining this group is entirely optional. You must opt-in yourself, and you can leave the group at any time using the "Exit Group" feature. Please note that other group members can see your phone number on this platform; no medical data is ever shared here.

Your Rights and Subject Access Requests

Under UK data protection law, you have the right to request a copy of the personal data and treatment notes held about you. Any request will be handled in a reasonable and proportionate manner. If clarification is needed regarding your request, the statutory 30-day response deadline may be paused while details are confirmed with you.

Data Privacy Complaints Procedure

If you have any questions or concerns about how your data is handled, please contact Victoria at The Retreat directly.

All complaints will be formally acknowledged within **30** days and investigated without undue delay. Under UK law, you must raise your complaint directly with this practice first to allow for a resolution before escalating the matter to the Information Commissioner's Office (ICO).