

GDPR PRIVACY POLICY

What Is GDPR

General Data Protection Regulation ((EU) 2016/679) is the European legislation, which came into effect on 25th May 2018.

GDPR replaced the UK Data Protection Act and it provides additional legal rights for individuals against organisation who process their personal data.

Who Am I and How to Contact Me

I am Roberta Baldo and I can be contacted using the following details

E mail roberta@robertabaldo.com

I am committed to ensuring that your personnel data is processed in accordance with this policy so please read it carefully, and let me know if you have any queries.

How Will I Process Your Personal Data

1) Lawfully, Fairly and Transparently

I am processing your data because you have provided consent by agreeing to this policy or to meet my legal requirements in running my business.

You can withdraw your consent at any time by contacting me using the details above.

2) Why Am I Holding Your Data

I will only process your personal data for the following purposes;

- a) to enable me to provide you the services
- b) to keep you updated with our latest news and offers.

3) What Data Will I Be Holding

I will only hold sufficient personal data to enable me to undertake the purposes set out in clause 2 above, including but not limited to name, contact details, address, medical history provided by you and consultation notes. If you believe the personal data I am holding is excessive then please contact me.

4) Is All The Personal Data We Hold Relevant

Due to the nature of the services I provide it is necessary for me to understand some personal and sensitive data, however I shall only hold the amount of data necessary to provide you the services. If you feel that any Personal Data I request is excessive or not required then please contact me.

5) Keeping Your Personal Data Accurate

You are responsible for ensuring that all personal data provided by you is accurate, and advise me as soon as possible of any amendments required.

I may request that you confirm the accuracy of your personal data, which you are required to respond to within 14 days

Failure provide or keep your personal data up to date may result in me ceasing to provide the services to you.

6) Storing And Deleting Your Personal Data

All personal data will be held on a single laptop and the data is only available to myself or as set out in this policy. All data is backed up to the cloud. Some data is printed out to use in sessions, such paper copies are stored in a locked filing cabinet which is only accessible to myself

I shall store your personal data for duration of the services I provide you with (including any

renewal or extension periods) plus 7 years.

If you wish your personal data to be deleted prior to the timescales above, you should contact me and I will action such request within 7 working days.

7) Protecting Your Personal Data

I am undertaking all reasonable security measures including but not limited to password protecting all PC's which personal data is held on, and ensuring that all hardware has relevant and up to data security and anti-virus software enabled.

What To Do If You Believe There Is A Personal Data Breach

If you suspect there has been a potential or actual breach of your personal data then you should contact us as soon as possible detailing the nature of the breach (notice of Breach).

I will acknowledge your Notice of Breach within 5 working days and investigate the breach within an additional 7 working days.

If through the investigation we determine that there has been a personal data breach, then I will take all necessary action in order to rectify the situation and minimise any potential or actual damage caused through such a personal data breach.

I will communicate with you regarding the action being taken.

I will comply with any guidelines issued by the Information Commissioners Office (ICO) in relation to Personal Data Breach's, including notifying the ICO when required to do so.

Sharing Your Personal Data

I shall not transfer or share your personal data with any 3rd parties except as follows;

- My appointed accountants.
- Your GP or other health professionals which you have expressly given me permission to contact
- 3rd parties who provide testing services which you have expressly given me permission to contact

I currently use the following software to process your personal data;

- Practice Better, which is Canadian based platform to share data with myself and clients. Therefore personal data is being processed outside of the EU.

I will use reasonable endeavours to ensure that the 3rd parties stated above comply with GDPR and I will advise you if any 3rd parties change.

Changes To This Policy

We reserve the right to amend this policy at any time.