

PRIVACY POLICY For Clients

I take the privacy rights of my clients very seriously. This privacy policy sets out how I deal with your 'personal information', that is, information that could identify, or is related to the identity of, an individual.

What personal information do I collect?

In order to treat you, I will ask you to provide certain information. This includes:

- Name
- Gender
- Date of birth
- Home address
- Email address
- Telephone number
- Medical history.

To this, over time, I will add details of the conditions for which you have consulted me and the remedies and other therapies that I have prescribed or recommended.

How do I collect this personal information?

All the information collected is obtained directly from you. This is usually at the point of your initial consultation or straight afterward via a 'client consultation form' or during the first consultation. At the point at which you provide your personal information.

Your consent is required in order to ensure my compliance with data protection legislation.

During our ongoing consultations, I will add to this initial information the details of the consultations. This information will be stored on my personal computer which is password protected and backed up in case of corruption. Patient folders are password protected and paper folders are locked in a filing cabinet.

How do use this personal information?

I use your personal information to analyse the conditions for which you have consulted me and to prescribe remedies and other therapies.

I will communicate with you by email, by telephone or video call, or text, messenger and WhatsApp.

To whom do I share your personal information?

I do not share your personal information

How your information can be updated or corrected

To ensure that I have accurate and up-to-date information, you need to inform me of any changes you believe I should make to the personal information I hold. You can do this by contacting me by any of the methods previously described.

Under data protection legislation, you have the right to inspect the personal information I hold about you. You can make a request to do so by contacting me and I will endeavour to respond within 14 working days.

How do I store your personal information?

Client Notes

Client files are stored on my personal computer and in a locked filing cabinet. I take steps to protect your personal information against loss or theft, as well as unauthorized access, disclosure, copying, use, or modification.

Online Diary

I may use an online booking service. This would lead to your name and contact details being stored on their secure hosting. These details will not be shared with anyone else. Your information on the booking platform ensures we can book consultations in your own time zone and I can send reminders by email, take payments if required and you can easily change your appointments if needed

Changes to this policy

This policy may change from time to time. If I make any material changes, I will make you aware of them.

Website Content

The information provided on this website is not intended to substitute your relationship with your primary health provider or doctor, but

rather to complement and improve your health. Only a medical doctor can make a diagnosis of illness, or change prescription medication.

Please note that Rosie Kelbrick will not be liable for any outcomes, loss, and/or damages from using any information whatsoever on or linked to this website.

You take full and total responsibility for what you do with this information and any resulting outcomes from your actions.

Nothing contained in this website is intended to be or should be taken for medical diagnosis.

Clients Confidentiality /UK GDPR regulations from May 2018

With respect to the above regulations, all patients/clients are now required to sign the consent form.

External Website Links & Third Parties

Although I only look to include quality, safe and relevant external links, users are advised to adopt a policy of caution before clicking any external web links mentioned throughout this website.

I cannot guarantee or verify the contents of any externally linked website despite my best efforts. Users should therefore note they click on external links at their own risk and I cannot be held liable for any damages or implications caused by visiting any external links mentioned.

Social Media Policy & Usage

I adopt a Social Media Policy to ensure my business conducts itself accordingly online. While I may have official profiles on social media platforms, users are advised to verify the authenticity of such profiles before engaging with or sharing information with such profiles. I will never ask for user passwords or personal details on social media platforms. Users are advised to conduct themselves appropriately when engaging with me on social media.

There may be instances where my website features social sharing buttons, which help share web content directly from web pages to the respective social media platforms. You use social sharing buttons at your own discretion and accept that doing so may publish content to your

social media profile feed or page. You can find further information about some social media privacy online at your social media platform website.

For any questions, contact Rosie Kelbrick via email at rosielkelbrick6@gmail.com.