

MariaStubbs Reflexology & Holistic Therapies Privacy Notice

MariaStubbs Reflexology is committed to protecting your personal data and respecting your privacy in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and current UK data protection guidance.

This Privacy Notice explains how your personal information is collected, used, stored, and protected.

Who I Am: **Maria Stubbs AOR, MariaStubbs Reflexology & Holistic Therapies**
info@mariastubbs.co.uk - www.mariastubbs.co.uk - Postal address available upon request

I am the data controller responsible for your personal information.

The Information I May Collect

Depending on the services you engage with, I may collect:

- Name, address, email address, and telephone number
- Date of birth where relevant
- Emergency contact details
- Medical history and health-related information relevant to treatments (special category data)
- GP or healthcare practitioner details where appropriate
- Treatment records and session notes
- Workshop, retreat, event, or online course booking information
- Payment and invoice records
- Marketing preferences
- Photos, videos, testimonials, or feedback (with consent)
- Attendance records for workshops, retreats, talks, and online events
- Children's information where relevant to baby massage classes or treatments

Why I Collect Your Information

Your information may be used to:

Provide safe and effective treatments

- Deliver reflexology, reiki, massage, holistic therapies, workshops, retreats, online talks, and classes

- Assess suitability for treatments or participation
- Manage appointments, bookings, and communication
- Maintain accurate professional records
- Meet legal, insurance, and professional body requirements
- Provide relevant aftercare advice and recommendations
- Improve services and client experience
- Share information about upcoming services, events, or offers where you have opted in
- Ensure safety and wellbeing during retreats, classes, and workshops

How Your Information Is Collected

Most personal information is collected directly from you through:

- Consultation forms
- Treatment forms
- Booking systems
- Website forms
- Google Forms
- Email or telephone communication
- Event registration forms
- Online course registrations
- Social media enquiries

Lawful Basis for Processing

Under UK GDPR, the lawful bases relied upon for processing personal information are:

Contract

To provide treatments, workshops, retreats, consultations, online courses, or events you have booked.

Legal Obligation

To comply with legal, insurance, tax, safeguarding, and professional body requirements.

Legitimate Interests

To operate and improve MariaStubbs Reflexology & Holistic Therapies services and maintain professional records.

Explicit Consent For:

- Health-related information
- Marketing communications
- Photography, video, and testimonials
- Zoom recordings where applicable
- Social media content featuring identifiable individuals

You may withdraw consent at any time by contacting: info@mariastubbs.co.uk

Please note that withdrawing consent for the processing of health-related information may affect the ability to provide treatments safely.

Special Category Data

Health information is classed as special category data under UK GDPR.

This information is collected only where necessary for safe professional practice and treatment planning.

As a professional therapist and AoR member, confidential information is handled in accordance with the Association of Reflexologists Code of Practice and Ethics.

Retreats, Workshops, Zoom Talks & Online Events

When attending a retreat, workshop, Expert Talk, baby massage class, or online session:

- Your contact details may be used to manage bookings and provide event information
- Online sessions may be hosted via third-party providers such as Zoom
- Third-party providers process data under their own privacy policies
- Sessions may be recorded where stated in advance
- Recordings are shared only with registered attendees unless otherwise agreed
- Participation in recorded sessions is voluntary
- You may choose to keep your camera switched off during online sessions

Photography, Video & Social Media

Photos or videos may occasionally be taken during retreats, workshops, wellness events, or classes for promotional purposes.

Where identifiable images are used:

- You will always be informed in advance
- Consent will be requested
- You may opt out at any time
- Images will never knowingly be used without permission
- Every effort will be made to avoid identifying individuals who do not consent

Marketing Communications

You will only receive marketing communications where:

- You have opted in
- You have requested information
- Or there is a legitimate reason connected to services you have used

You may unsubscribe at any time by:

- Clicking unsubscribe in emails
- Contacting MariaStubbs Reflexology & Holistic Therapies directly

Sharing Your Information

Your information will never be sold.

Information may only be shared:

- Where legally required
- For insurance purposes
- With professional advisers where necessary
- With secure booking or payment providers
- With co-hosts or collaborators where relevant to a shared event and handled securely
- In medical emergencies where necessary to protect safety and wellbeing

How Your Data Is Stored

Every reasonable step is taken to ensure your personal data is stored securely.

This includes:

- Password-protected digital records
- Secure devices and accounts
- Locked storage for paper records
- Restricted access to personal information
- Secure backup systems where applicable

Retention Periods

Records are retained in accordance with professional and legal requirements.

Typical retention periods:

- Adult treatment records: 7 years after last treatment
- Children's records: until age 25 (or 26 if treated at age 17)
- Workshop and retreat records: up to 3 years
- Marketing records: until consent is withdrawn
- Financial records: retained in line with HMRC requirements

Secure Disposal of Information

When records are no longer required:

- Paper records are securely shredded
- Digital files are permanently deleted where possible
- Backups are removed in line with secure deletion procedures
- Devices are securely wiped before disposal or replacement

Your Rights

Under UK GDPR, you have rights including:

- The right to access your information
- The right to request correction of inaccurate information
- The right to request erasure in certain circumstances
- The right to restrict processing
- The right to object to processing
- The right to data portability
- The right to withdraw consent

Requests should be made to: info@mariastubbs.co.uk. Responses will normally be provided within one month.

Therapist Rights

If you do not agree to your therapist keeping records about your treatments or health information, it may not be possible to provide treatments safely.

Professional therapists are legally and professionally required to retain records for specified periods.

This means that even where a request for deletion is made, certain records may still need to be retained until the legal retention period expires.

Records may occasionally be transferred securely between devices or systems for business continuity, backup, or secure storage purposes.

Complaints

If you have concerns about how your personal information is handled, please contact:

Maria Stubbs AOR, info@mariastubbs.co.uk

Every effort will be made to resolve concerns promptly and professionally.

If you remain dissatisfied, you may contact the Information Commissioner's Office (ICO):

www.ico.org.uk

Changes to This Privacy Notice

This Privacy Notice may be updated periodically to reflect changes in legal requirements or business practices.

The most current version will always be available upon request or via the website.