



Natural Balance Holistics

Data Policy

By booking with us here at Natural Balance Holistics, you agree to the following policy.

Clients:

At Natural Balance Holistics our first point of contact with clients will usually be digital (either email or text message), although these are not saved (they are deleted as soon as the information from them has been put into action, I.E. an appointment booked), they will be stored on the Internet Service Provider (ISP) logs. Text messages similarly will be logged on the network provider servers. Phone numbers will be saved after your first booking to enable us to help you quicker.

At your first appointment, to make sure we are able to offer a more tailored service, a consultation will be carried out. This is a physical sheet of paper which will ask for some personal details (name/address/phone number/email address/ doctor/ emergency contact/medical history). This allows the treatments to be much more suited to you personally as well as make sure everything we do is safe for you. Without this insurance will not cover your treatment and so we would have to refuse service to anyone who will not fill this out. The consultation sheets are stored in a locked filing cabinet, and coded so no names are visible until looking at that piece of paper. These are kept for 6 years before being incinerated. This data will never be shared unless you authorise this in writing, even then it will only be shared with medical professionals so that you are receiving truly integrated healthcare.

Natural Balance Holistics has a Facebook page and Instagram profile, if you choose to interact with us on these platforms please read the privacy policies of those websites.



I'm a registered therapist, so you know I'm qualified and insured



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Students:

The client side of the policy is also applicable to you. There are extra things to consider for a student though, you will have coursework, grades, case studies and certificates as well as payment information.

All details of your work will be marked and given back to you. We will not keep coursework, but will keep a detailed record of your grades for 6 years from the start of your course.

Payment information is never saved. We use Paypal and Squareup for card payments so that we as a company never get given any card details. Again, please see those company terms and conditions for how they store your information.

Your confidentiality is always of utmost importance to us and we will always strive to make sure none of your details are accessed by anyone other than us!



IFHT



I'm a registered therapist, so you know I'm qualified and insured