



Frances Turner *MBAcC MRCHM MPhil*

Acupuncture, Chinese Herbal Medicine, Healing, Jing Fang Apprenticeship

07510 710245 www.francesturner.org

DATA PRIVACY NOTICE – May 2018

Frances Turner Clinic, Jing Fang Apprenticeship

Your personal data – what is it?

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession. The processing of personal data is governed by legislation known as the General Data Protection Regulations (the GDPR).

Who are we?

Frances Turner is the director of the Frances Turner Clinic and the Jing Fang Apprenticeship, and is the data controller (contact details on the website at www.francesturner.org). This means she decides how your personal data is processed and for what purposes.

How do we process your personal data?

Frances complies with her obligations under the GDPR by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data. She will not collect or process any data that is not needed in order to operate the Frances Turner Clinic and the Jing Fang Apprenticeship.

Frances uses your personal data for the following purposes:

For visitors to the website: The website uses cookies to optimise your visitor experience.

For enquirers,

apprentices and students: Your personal data is processed, including names, addresses and contact details in order to legitimately administer your appointments or course registration.

Your personal data may also be used for marketing purposes, to promote the Jing Fang Apprenticeship or future seminars you may be considering attending. This is on an informed consent basis.

For patients:

A medical record related to your treatment with healing, acupuncture and Chinese herbal medicine is held on file for seven years.

Your medical record may be anonymised for use for study purposes. This is on an informed consent basis.

For suppliers:

Your contact information is processed in order to manage our commercial relationship with you and to meet financial reporting obligations.

For assistants and volunteers:

Your contact information is processed in order to manage your contribution to my work.

For those who pay online:

Data from my suppliers NatWest, iZettle and Paypal is processed in order to legitimately administer my account.



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What is the legal basis for processing your personal data?

With the exception of marketing purposes and anonymised case records, I have considered that processing the data is in the legitimate interests of the Clinic and the Jing Fang Apprenticeship, to properly and responsibly operate.

The processing of data for marketing purposes is on the basis of informed consent, through an opt-out email list for existing subscribers, and through informed consent for any new subscribers.

How long will we keep the data?

For visitors to the website: The website stores cookies for a length of time to be confirmed.

For enquirers, apprentices and students:

Data related to enquiries/bookings will be held for up to seven years, as part of my financial records.

Data related to marketing will be held for two years after un-subscription.

For patients:

Treatment records will be held for seven years after the end of treatment, and thereafter will be destroyed safely.

For suppliers:

Data related to suppliers/potential suppliers will be held for up to seven years, as part of my financial records.

For assistants and volunteers:

Data will be held for the duration of service, plus two years.

For those who pay online:

Data related to transactions will be held for up to seven years, as part of my financial records.

What are your rights?

If at any point you believe the information we process on you is incorrect you may request to see this information (this is called a Data Subject Access Request) and even have it corrected or deleted (subject to some legal restrictions). To make a Data Subject Access Request or to make a complaint about how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office (www.ico.org.uk).

If you wish to discuss any data protection issue in relation to the Frances Turner Clinic or the Jing Fang Apprenticeship, please contact Frances at www.francesturner.org.