

Privacy Policy

Your privacy is important to Sr. Marianne. This Privacy Policy covers how she collects, uses, discloses, and stores your information.

What information is collected?

Sr. Marianne collects personal data, contact details and health information from all clients during enquiries before their appointments and during their appointment. A record of appointments and payments made are also collected.

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information e.g. how long visitors stay on my website. This information is used to track visitor use of the website and to compile reports on website activity.

Who collects the information?

Sr. Marianne collects the information herself. For Morrello Clinic patients the information will also be collected by staff at Morrello Clinic.

Facebook, Instagram and Google may use browsing information if the Facebook, Instagram or Google My Business pages have been used:

www.facebook.com/therapeuticmassageandscarwork

www.instagram.com/therapeuticmassageandscarwork

www.google.com/therapeuticmassageandscarwork

Please see their own terms, conditions and privacy information.

Sr. Marianne's website uses cookies to gather information about those who click on it. Browsers will be given the option to accept or decline these when at the website

www.therapeuticmassageandscarwork.co.uk

How is the information collected?

Contact details are collected at the initial contact from the client either by telephone, text, email or Messenger. Further information is gathered during the consultation prior to their initial session then subsequent appointments. This information is written on paper records. Information emailed to Sr. Marianne e.g. Consultation Forms is printed then deleted. For Morrello Clinic patients written records are kept in this way but also on Morrello Clinic's shared electronic records. Sr. Marianne adheres to Morrello Clinic policies.

Why is the information collected?

Health information is gathered to enable safe and appropriate planning of your care and to identify any contraindications to massage or ScarWork.

Personal information and contact details allow contact to be made to change or cancel an appointment, to inform the client of new treatments or special offers/events.

Where is the information stored?

There are procedures and security features in place to keep your information secure. Paper records are stored in a locked filing cabinet accessed only by Sr. Marianne.

Electronic devices used by Sr. Marianne have anti-virus and malware protection installed. They are also password or PIN protected.

Morrello Clinic clients' notes are stored on the shared Cliniko system and Morrello Clinic policies adhered to. This includes a 2-step authentication to access Cliniko.

How long is the data kept for?

For insurance purposes client records are required to be kept for 10 years. After that the paper records will be shredded. Telephone numbers and email addresses will be deleted from devices 1 year after a client's last appointment.

Disclosing client information

Sr. Marianne may pass on a client's personal information only when she has a legal obligation to do so. Client information will not be shared with any other organisations for marketing, market research or commercial purposes.

Client rights

Clients can find out what information is held about them and ask Sr. Marianne to see it.

For more information

Sr. Marianne is happy to be contacted to discuss any aspect of this policy. Please contact me as follows: info@therapeuticmassageandscarwork.co.uk or 07434447025