

Terms & Conditions

This website is owned and maintained by TrulyTry Reflexology.

Use of this site and the services provided are subject to your acceptance of our general terms and conditions.

Please read them carefully.

Privacy Policy

GENERAL DATA PROTECTION REGULATION (GDPR)

GDPR is bringing in new legal protection for personal information from May 2018. This tells you what personal information I hold and why, and what your rights are. Once you have read it please complete and sign the declaration at the bottom.

Therapist's name/identity: Trudie Brock / TrulyTru Reflexology

Therapist's Contact Details:

Telephone Number: 07498 485919

Email address: tru@trulytru.co.uk

Address: 10 Langley Close, Redditch, Worcestershire, B98 0ET.

Data Controller Contact Details: Trudie Brock (see above for contact details)

The Purpose of processing Client Data

In order to give professional reflexology treatments, I will need to gather and retain potentially sensitive information about your health. I will only use this information for informing reflexology treatments and associated recommendations concerning aspects of health and wellbeing which I will offer to you.

Lawful Basis for holding and using Client Information

As a full member of the Complementary Medical Association, I abide by the CMA Code of Practice and Ethics. The lawful basis under which I hold and use your information is my legitimate interests i.e. my requirement to retain the information in order to provide you with the best possible treatment options and advice, and any possible insurance issues.

As I hold special category data (i.e. health related information), the **Additional Condition** under which I hold and use this information is: for me to fulfil my role as a health care practitioner bound under the CMA Confidentiality as defined in the CMA Code of Practice and Ethics.

What information I hold and what I do with it

In order to give professional reflexology treatments, I will need to ask for and keep information about your health. I will only use this for informing reflexology treatments and any advice I give as a result of your treatment. The information to be held is:

- Your contact details
 - Medical history and other health-related information (which I will take from you at first consultation)
 - Treatment details and related notes (which I will take after each session)
- I will NOT share your information with anyone else, unless required for legal process, without explaining why it is necessary, and getting your explicit consent.

How Long I Retain Your Information for

I will keep your information for the 7 years after your last treatment, in line with insurance requirements. Your data will not be transferred outside the EU without your consent.

Protecting Your Personal Data

I am committed to ensuring that your personal data is secure. In order to prevent unauthorised access or disclosure, I have put in place appropriate technical, physical and managerial procedures to safeguard and secure the information we collect from you. I will contact you using the contact preferences you give me in relation to:

- Appointment times
- Reflexology information or information related to your health
- Special offers and promotions (you may unsubscribe from this at any time)

Your Rights

GDPR gives you the following rights:

The right to be informed:

To know how your information will be held and used (this notice).

The right of access:

To see your therapist's records of your personal information, so you know what is held about you and can verify it.

The right to rectification:

To tell your therapist to make changes to your personal information if it is incorrect or incomplete.

The right to erasure:(also called "the right to be forgotten")

For you to request your therapist to erase any information they hold about you

The right to restrict processing of personal data:

You have the right to request limits on how your therapist uses your personal information

The right to data portability: under certain circumstances you can request a copy of personal information held electronically so you can reuse it in other systems.

The right to object:

To be able to tell your therapist you don't want them to use certain parts of your information, or only to use it for certain purposes.

Rights in relation to automated decision-making and profiling.

The right to lodge a complaint with the Information Commissioner's Office:

To be able to complain to the ICO if you feel your details are not correct, if they are not being used in a way that you have given permission for, or if they are being stored when they don't have to be. Full details of your rights can be found at

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protectionregulation-gdpr/individual-rights/>.

If you wish to exercise any of these rights, please use the contact details given above. If you are dissatisfied with the response you can complain to the Information Commissioner's Office; their contact details are at: www.ico.org.uk

THERAPIST'S RIGHTS

Please note:

- If you don't agree to your therapist keeping records of information about you and your treatments, or if you don't allow them to use the information in the way they need to for treatments, the therapist may not be able to treat you.
- Your therapist has to keep your records of treatment for a certain period as described above, which may mean that even if you ask them to erase any details about you, they might have to keep these details until after that period has passed.
- Your therapist can move their records between their computers and IT systems, as long as your details are protected from being seen by others without your permission.

Website and associated social media

Electronic Communications

When you visit this website or send e-mails to us, you are communicating with us electronically. You consent to receive communications from us electronically. We will communicate with you by e-mail. You agree that all agreements, notices, disclosures and other communications that we provide to you electronically satisfy any legal requirement that such communications be in writing.

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Accessibilty

The TrulyTru Reflexology website has been validated on validator.w3.org which ensures that it meets the latest accesibilty guidelines to be viewable by everyone online.

Services

Our commitment to our clients

- All treatments provided by TrulyTru Reflexology will last for the specified duration purchased. i.e. a 60 minute treatment will last 60 minutes.
- TrulyTru Reflexology will provide a non judgemental attitude towards all its clients and act in a professional and inclusive manor
- All clients must complete a consultation form prior to treatment
- Treatments will only be conducted if TrulyTru Reflexology deems the treatment safe for the client to receive, treatment may be cut short if an adverse effect occurs
- GP/Consultant permission may be required before treatments can be provided

Inappropriate Behaviour

- TrulyTru Reflexology has the right to terminate a treatment immediately if the client demonstrates inappropriate or sexual behaviour

Cancellation Policy

- A booking is confirmed once TrulyTru Reflexology and the client have both agreed a date, time, duration and location for a treatment
- If a cancellation is made more than 24 hours before a treatment, the client will not be charged
- If a cancellation is made within 24 hours of the treatment, it may not be possible to book further treatment sessions
- TrulyTru Reflexology has the right to cancel a treatment by giving 24 hours notice
- TrulyTru Reflexology has the right to cancel a treatment without notice if the room or environment is unsuitable for the treatment to be provided, or if the therapist is taken ill
- TrulyTru Reflexology has the right to cancel a treatment without notice if the client is intoxicated or inebriated
- TrulyTru Reflexology commits to rearranging treatments to a new time and date within two weeks of the cancelled treatment where possible

Payment

- TrulyTru Reflexology accepts payment in cash or by bank transfer before the session has commenced
- Invoices must be paid within 7 days of the issue date unless by prior arrangement

Young Clients

- The minimum age for treatment is 16
- Clients under the age of 18 must be accompanied by a responsible adult or relative over 18

Complaints Procedure

- If a client wishes to make a complaint about TrulyTru Reflexology, this must be emailed to the address specified at www.trulytru.co.uk/
- Complaints must include the date and location of the incident, the full name of the complainant, details of the complaint and a desired outcome following the complaint .

All complaints will be taken very seriously and a response will be provided within 28 days

Mobile Service

- Mobile Service is available upon request and requires an extra mileage charge of 75p per mile based on your location and calculated by Google maps, AA Route-planner or similar navigation system.
- Mobile service always requires payment in advance for new and existing clients and for each treatment.
- Mobile service is a service offered at my own discretion and I may refuse to offer it in some circumstances.
- There must be close safe parking available due to carriage of equipment and for personal safety reasons.
- TrulyTru Reflexology does not accept liability for lateness due to incorrect address provided, lateness of the client allowing access to the home.
- It is the responsibility of the client to provide the correct address at all times and being present for their treatment.

In case any of these circumstances arises I may be unable to provide you the treatment or I may offer you a shorter treatment but you will be still charged the full amount.

In case I arrive at the designed place and you do not answer the doorbell/intercom and I am unable to reach you by phone, I am happy to give a grace period of 15 minutes after which I will leave your home and your booking will be considered as a no-show (still charged full amount).

At My Therapy Room

- My therapy room is located on the ground floor of a pedestrian only shopping centre. Nearby parking is available.
- Clients are kindly asked to arrive on time for their appointment as courtesy to other clients coming after.
- I politely invite all my clients especially at their first treatment to plan their journey in advance to avoid potential lateness because you don't find me. If you check it in advance you will have plenty of time to contact me and ask for help on how to find me.
- Clients will be asked to bring all their belongings inside the treatment room. It is client's responsibility to ensure they took all their belongings before leaving my therapy room. If you forget something I will certainly hold it for you but please come and collect it as soon as possible.
- Each appointment starts at the time scheduled which means that if we agreed 11am you will be kindly asked to arrive at 11am.