

<p>About This Document</p>	<p>This document sets out the complaints procedure for NutriReflex (referred to as “we”, “us” and “our” throughout this document). It explains how we will handle any complaint you make about the way we collect, use, store, share or otherwise process your personal data under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.</p> <p>Important : This procedure applies to GDPR and data protection complaints only. For all other types of complaint, please refer to our general Complaints Policy.</p>										
<p>Therapist’s Name/Identity</p>	<p>M. Rosa Gomez Iranzo</p>										
<p>Therapist’s Contact Details</p>	<table border="1"> <tr> <td data-bbox="437 533 798 622">Business Name</td> <td data-bbox="798 533 1519 622">NutriReflex</td> </tr> <tr> <td data-bbox="437 622 798 712">Telephone No</td> <td data-bbox="798 622 1519 712">074 0712 0066</td> </tr> <tr> <td data-bbox="437 712 798 801">Complaints Email</td> <td data-bbox="798 712 1519 801">nutrireflex@outlook.com</td> </tr> <tr> <td data-bbox="437 801 798 936">Registered Address & Complaints Post</td> <td data-bbox="798 801 1519 936">Flat 16, 170 Chrisp Street London, E14 6RS</td> </tr> <tr> <td data-bbox="437 936 798 1066">Privacy Policy access</td> <td data-bbox="798 936 1519 1066">Nutrireflex.com Physical document available on request</td> </tr> </table>	Business Name	NutriReflex	Telephone No	074 0712 0066	Complaints Email	nutrireflex@outlook.com	Registered Address & Complaints Post	Flat 16, 170 Chrisp Street London, E14 6RS	Privacy Policy access	Nutrireflex.com Physical document available on request
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<p>Data Controller Contact Details</p>	<p>M. Rosa Gomez Iranzo 074 0712 0066 nutrireflex@outlook.com 170 Chrisp Street London, E14 6RS</p>										
<p>The type of personal information we collect</p>	<p>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 because of your treatment. The information to be held is:</p> <ul style="list-style-type: none"> • Your contact details • Medical history and other health-related information • Treatment details and related notes 										
<p>How we get the personal information and why we hold it</p>	<p>Most of the personal information we process is provided to us directly by you for the following reason:</p> <p>For informing reflexology treatments and any advice I give because of your treatment.</p> <p>You will find access to the Privacy Policy and Complaints Procedure at Nutrireflex.com, in the Booking email and Consultation Form you will receive for</p>										

<p>How we get the personal information and why we hold it</p>	<p>your treatment. A physical document is also available upon request.</p> <p>We use the information that you have given us to:</p> <ul style="list-style-type: none"> • Provide you with the best possible treatment options, support and advice. • We may share information with your GP's doctors, carers or other therapists after you gave us your writing consent, when they ask you about the health findings of the treatments you had.
<p>Lawful Basis for holding and using Client Information</p>	<p>Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing this information are:</p> <ol style="list-style-type: none"> a. Your consent. You can remove your consent at any time. You can do this by contacting nutrireflex@outlook.com b. We have a contractual obligation c. We have a legal obligation: <ol style="list-style-type: none"> 1. <i>'Claims occurring' insurance: (records to be kept for 7 years after last treatment)</i> 2. <i>Law regarding children's records (records to be kept until the child is 25 or if 17 when treated, then 26)</i> 3. <i>CNHC requirements to retain information for 8 years</i> d. We have a vital interest e. We need it to perform a public task f. We have a legitimate interest [<i>i.e.my requirement to retain the information to provide you with the best possible treatment options and advice</i>]
<p>Additional Condition</p>	<p>As I hold special category data (i.e. health related information), the Additional Condition under which I hold and use this information is for legal obligation and for me to fulfil my role as a health care practitioner bound under the AoR Confidentiality as defined in the AoR Code of Practice and Ethics.</p>
<p>What information I hold and what I do with it</p>	<p>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:</p> <ul style="list-style-type: none"> • Your contact details • Medical history and other health-related information • Treatment details and related notes <p>I will NOT share your information with anyone else (other than within my own practice, or as required for legal process) without explaining why it is necessary, and getting your explicit consent.</p> <p>I will keep your information for the periods established on section 'Lawful Basis for holding and using Client Information'.</p> <p>I am committed to ensuring that your personal data is secure. 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 have given me.</p>
<p>Your Rights</p>	<p>GDPR gives you the following rights:</p> <ul style="list-style-type: none"> • The right to be informed: <i>To know how your information will be held and used (this notice).</i>

<p>Your Rights</p>	<ul style="list-style-type: none"> • The right of access: <i>To see your therapist’s records of your personal information, so you know what is held about you and can verify it.</i> • The right to rectification: <i>To tell your therapist to make changes to your personal information if it is incorrect or incomplete.</i> • The right to erasure (also called “the right to be forgotten”): <i>For you to request your therapist to erase any information they hold about you</i> • The right to restrict processing of personal data: <i>You have the right to request limits on how your therapist uses your personal information</i> • The right to data portability: <i>under certain circumstances you can request a copy of personal information held electronically so you can reuse it in other systems.</i> • The right to object: <i>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.</i> • The right to withdraw consent at any time where processing is based on your consent.
<p>How to make a Complaint</p>	<p>If you believe we have not respected one or more of these rights, you are entitled to raise a formal complaint using the procedure set out in this document.</p> <p>Please submit your complaint in writing — [either by post or by email] — using the contact details above. To help us investigate your concern as efficiently as possible, please include:</p> <ul style="list-style-type: none"> • Your full name and preferred contact details • A clear description of your concern and which data protection right(s) you believe have been affected • The approximate date(s) when the issue occurred • Any relevant reference numbers, correspondence or documents
<p>Our Complaints Process</p>	<p>Once we receive your complaint, we will follow the five steps below. We are committed to handling all complaints promptly, fairly and confidentially.</p> <ol style="list-style-type: none"> 1. Acknowledgement — within 30 days: We will acknowledge your complaint in writing within 30 days of receiving it, confirming that we have recorded it and will be investigating. 2. Requesting Further Information: If we need any additional details to fully investigate your complaint, we will contact you as soon as possible and explain what we need and why. 3. Investigation & Review: We will carry out a thorough and impartial review of your complaint. We will agree a realistic timescale with you once we have all necessary information, and we will keep you updated if there are any delays. 4. Decision & Outcome: We will communicate the outcome of our investigation to you clearly and in writing within one calendar month of receiving all the information needed (this may be extended by up to two further months for complex complaints — we will notify you if this is the case).

<p>Our Complaints Process</p>	<p>5. Closure or Escalation: If you are satisfied with the outcome, we will close your complaint. If you remain dissatisfied, you have the right to refer your complaint to the ICO free of charge (see Section 6 below).</p>
<p>Escalating Your Complaint to the ICO</p>	<p>If you remain dissatisfied with our response, you have the right to lodge a complaint with the Information Commissioner’s Office (ICO) — the UK’s independent supervisory authority for data protection. This service is free of charge.</p> <p>ICO website: https://ico.org.uk/make-a-complaint/</p> <p>ICO helpline: 0303 123 1113 (Monday–Friday, 9am–5pm)</p> <p>ICO postal address: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF</p>
<p>THERAPIST’S RIGHTS</p>	<p>Please note:</p> <ul style="list-style-type: none"> • 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.