

Terms and Conditions: January 2025.

Treatments will last for the time specified.

Late arrivals will still be charged the full price of the treatment. All treatments will end at the time originally discussed, unless agreed otherwise by Reflexology by Julia.

All new clients are required to complete a full medical questionnaire prior to treatment, this provides information about clients needs and must be updated before each session.

Reflexology by Julia does not prescribe, diagnose or advise on health issues, complementary therapies are not to be used as an alternative to medical care.

Reflexology by Julia reserves the right to refuse treatment to any client they deem to be unsafe, or not suitable for reflexology - this includes clients suffering with deep vein thrombosis (DVT), undiagnosed heart conditions, infectious disease, *fungal nail infection, *athlete's foot on the day.

*Client can be offered hand reflexology instead.

Clients who weigh more than 140kgs/22 stone, who suffer from dizziness/vertigo or have any mobility issues must discuss this with Reflexology by Julia prior to treatment as we use a zero gravity chair for most treatments which may not be appropriate.

Cancellation Policy

Treatments cancelled by the clients with less than 24 hours notice will be charged the full price of the treatment which will need to be paid within 7 days of the cancellation.

Treatments cancelled with more than 24 hours notice will be rearranged with no charge.

Reflexology by Julia reserves the right to refuse to treat any client who appears to be drunk or intoxicated.

Reflexology by Julia reserves the right to cancel appointments with less than 24 hours notice if the room/environment is wrong or the practitioner is ill. Clients will not be charged for this.

Vouchers

Voucher are one time use only.

Valid up to and include date of expiry.

No refunds or cash exchanges on vouchers.

Payment

We happily accept cash, and bank transfer.

Invoices must be paid within 7 days of the treatment.

Young Clients

Under 18's must be accompanied by a responsible adult.

Adult must give permission and counter sign the consent form.

An adult must remain in the room at all times during the treatment.

Complaints

Complaints can be made to Reflexology by Julia – email: juliaclare91@hotmail.com

All complaints must include date, location and time of incident.

All complaints received will be dealt with within 28 days of receipt.

Inappropriate Behaviour

Reflexology by Julia has the right to terminate treatment if the client is displaying inappropriate or sexual behaviour towards them.

The client will be charged full price if there has been more than 10 minutes of treatment completed.

Privacy

Client's details will not be discussed unless they are under 18 or has a careworker/ guardian.

Consultation forms are kept for 7 years after the clients last treatment.

Consultation form is also the consent form and must be signed prior to treatment.

Reflexology does not share any of your information with 3rd parties.

Reflexology By Julia – Privacy Policy

Reflexology by Julia treats the privacy of its clients (hereinafter referred to as the 'data subject') very seriously and takes appropriate security measures to safeguard privacy and protect and manage any personal data provided by data subjects.

The type of information we collect:

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.

We collect person identifiers, contacts and characteristics such as name, address and contact information. We also collect a thorough medical history and information about your lifestyle.

How we obtain your personal data and why we have it:

Most of the personal information we process is provided to us directly by you for one of the following reasons:

You provide us with your personal data via health and medical questionnaire/consultation either online, written, email or the telephone. Further personal data may also be obtained before, during and after the treatment procedures.

We collect this information in order to analyse and evaluate an individualised treatment plan best suited to the needs of the data subject consistent with a duty of professional confidence and the requirements of the General Data Protection Regulation (GDPR)*.

We use your email/contact number to provide you with invoices and to contact you regarding any upcoming treatments you have booked.

We will also take reasonable security measures to protect your personal data in storage.

**The Information Commissioner's Office (ICO) ico.org.uk may be contacted with any GDPR queries.*

We use your personal data to provide a personalised treatment plan and we respect your privacy and work hard to meet strict regulatory requirements.

We do not share your personal data with any 3rd parties.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- Your consent. You are able to remove your consent at any time. You can do this by contacting: Reflexology by Julia (Julia Garvin), Tel: 07961 816257 E-mail: juliacle91@hotmail.com
- We have a legal obligation.
 - 1.1. 'Claims occurring' insurance: (records to be kept for 7 years after last treatment)
 - 1.2. Law regarding children's records (records to be kept until the child is 25 or if 17 when treated, then 26)

- We have a legitimate interest. My requirement is to retain the information in order to provide you with the best possible treatment options and advice]

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 Association of Reflexologists (AoR) Confidentiality as defined in the AoR Code of Practice and Ethics.

How we store your personal information:

Your information is stored in paper form in a locked cabinet and also electronically on a laptop which is password protected and securely locked away when not in use.

We keep your information for 7 years after your last treatment, at which point it is securely shredded and disposed of and/or deletion from electronic storage.

Your data protection rights

Under data protection law, you have rights including:

Your right of access – You have the right to ask us for copies of your personal information.

Your right to rectification – You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure – You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing – You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing – You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability – You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at:

Reflexology by Julia (Julia Garvin)

Telephone: 07961816257

Email: juliaclare91@hotmail.com

if you wish to make a request.

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.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at:

Reflexology by Julia (Julia Garvin)

Telephone: 07961816257

Email: juliaclare91@hotmail.com

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane, Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>