**Birdsong Yoga Physio GDPR and Privacy Policy**

**Introduction**

This policy will outline how Birdsong Yoga Physio protects and uses the information you give the company via the website, via email, at events or classes and via electronic booking forms accessed from the website and how it conforms to GDPR regulations.

**What is the GDPR?**

The General Data Protection Regulation (GDPR) imposes strict controls on how all organisations collect and process personal data within the UK and EU and/or the personal data of UK and EU citizens.

The enforcement of the GDPR is overseen by the UK’s supervisory authority, the Information Commissioner’s Office (ICO). It ensures that everyone is playing by the rules and that the rights of **data subjects** - the people whose data is being processed - are correctly protected.

The regulation outlines six key principles for organisations that process individuals’ personal information. These are that data shall be:

* processed lawfully, fairly and transparently
* collected for specified, explicit and legitimate purposes
* adequate, relevant and limited to what is necessary for processing
* accurate and kept up to date
* retained only for as long as necessary
* processed in an appropriate manner to maintain security

Birdsong Yoga Physio is registered with the ICO.

**Types of data collected and the purpose of this**

For my work with partnership charities, social enterprises or companies, I will collect the person’s name, work email address, phone number and postal address.

For clients, Birdsong Yoga Physio requires to collect demographic and health information for class bookings and to ensure I have the correct health information prior to your first session.

A sample of the Initial Health Questionnaire and disclaimers can be read within the Policies and Documents section of the website

You have the option to opt out of receiving Birdsong Yoga Physio newsletters and marketing information at any time.

Birdsong Yoga Physio will never pass on your details to a third party, apart from as expressly outlined in this policy.

I write individual notes for each client after each class. All personal data (e.g physiotherapy and yoga class notes, health questionnaires and disclaimers) will be held securely in a password protected laptop, used solely by Birdsong Yoga Physio, and kept for 8 years in line with GDPR regulations for the keeping of physiotherapy records.  This is backed up regularly to a datastick which is held in a safe in my house.

There may be times where it would be useful to be in touch with your NHS care provider, but I will always ask your permission before I do that.  I can write, phone or email them. Emails will be sent via my gmail address.

**The right to access your data**

You have a legal right to access your data free of charge, and Birdsong Yoga Physio will provide this within 30 days of your written request.

**Data held by Birdsong Yoga Physio through other hosts and domains**

Wix.com

https://www.birdsongyogaphysio.co.uk is hosted on the Wix.com platform. Wix.com provides me with the online platform that allows you to book and pay for classes electronically. Your data may be stored through Wix.com’s data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by Birdsong Yoga Physio adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

You can read the full detail of how Wix.com holds your data here: [Virtual Number Service Terms of Use | Wix.com](https://www.wix.com/about/virtual-number-terms)

Freeagent and RBS

Freeagent is the accounting software that Birdsong Yoga Physio uses through RBS business banking, to generate and pay invoices.

Freeagent will store individuals’ or companies’ emails and bank account details in order for invoices to be raised and bills to be paid. HMRC requires self-employed professionals such as Birdsong Yoga Physio to keep a copy of their records for at least five after the [relevant self-assessment submission date](https://www.gov.uk/self-employed-records/how-long-to-keep-your-records), therefore data will be held for 5 years after the last transaction has been completed.