

Privacy Policy

Thank you for taking the time to read our privacy policy.

Within the centre environment client privacy and confidentiality is of utmost importance. All of our team are trained in client privacy and confidentiality as part of their induction training. Consultation rooms are private. Records are kept on paper file and electronically in accordance with the UK's Data Protection Act. Your personal details are never discussed with or passed on to any third party without your prior permission.

Data Protection

A data protection statement will be issued to you as part of your client admission paperwork and requires your signature.

DATA PROTECTION POLICY

Under the Data Protection (1998) Act, we are required to advise our clients on our data protection policy.

As part of the client record, this centre is required to retain information for the purpose of consultation for treatment, recording subsequent treatments and for the use by third party medical practitioners only at the request of the patient in writing.

Upon completion of the Consent Form, all paper files and information therein may at some time be electronically scanned and stored on computer file for as long as the client remains a client of the centre, and thereafter for a period of 7 years. Alternatively, paper records will be retained for the same period. All information provided will be treated as confidential and will not be given to any other persons or organisations without the written consent of the patient concerned.

Information will be held both manually and electronically in files accessible only by team members who are directly involved in the data entry and processing of client records.

Website Privacy

If you are browsing our website, we do not capture data that identifies you individually. As with any other web site we keep a record of all requests made and processed to help us maintain our server and web site efficiency and effectiveness. These log records contain no personal data of any kind.

If you choose to make contact with us and provide personally identifiable data, we may keep a record of this information so as to serve you in a most efficient and effective way.

We may disclose personal information if we are required to do so by law or we in good faith believe that such action is necessary to:

- * protect and defend our rights and property;
- * protect the personal safety or property of others.

How Will This Information Be Used?

The information will be used to allow us to respond to your queries. It will also be used to gather broad demographic information about users of the site. We may use it for marketing purposes, to send you details of special offers, promotions and services. We may send you a periodic newsletter. We may use the information to improve our web site and to customise the web site based on your demographics.

What Communication Can You Expect From Us?

We may use your contact details (email address and/or home address) to send you a periodic newsletter, and information concerning special offers, promotions and services. (see below for opt-out procedure).

Opt-Out Procedure

You may choose to modify or delete your personal information at any time. Additionally, you may choose to opt out of all further mailings. To change or delete your information, please visit or write to Total Balance Wellbeing Centre, 19-21 Surrey Street, Lowestoft, Suffolk, NR32 1LJ and state that you wish to either amend your details or decline further communications.

Accessing Your Information

You have the right to request a copy of the personal information that we hold about you and to have any inaccuracies corrected. (We charge £50 for information requests.) Please address requests to: Total Balance Wellbeing Centre, 19-21 Surrey Street, Lowestoft, Suffolk, NR32 1LJ.

Our site may contain links to other web sites whose data protection and privacy practices may differ from ours. We are not responsible for the content or privacy practices of these web sites.

Facebook Privacy

Please read this before using our Facebook Page.

Facebook has it's own privacy policy. See www.facebook.com/policy.php?ref=pf

It is important and your own responsibility when using Facebook that you set up your personal privacy settings at a level that you are comfortable with.

If you become a fan of our page, your profile photo and first name will be visible to others. Your full profile will remain private if you have set your privacy settings to friends can view/networks can view etc.

Twitter Privacy

Please read this before following us on our twitter account.

Twitter has it's own privacy policy. See <http://help.twitter.com/entries/18368-privacy-violations-policy>

If you follow us on Twitter, your profile photo and name will be visible to others.

Conclusion

We reserve the right to amend the privacy policy from time to time, and amendments will be displayed with immediate effect. If you have questions, concerns or ideas, please contact the centre manager directly at 19-21 Surrey Street, Lowestoft, Suffolk, NR32 1LJ.