

Privacy Policy

At Moonstone Therapy we take your right to privacy very seriously. We only take and hold the information from you that is relevant to the types of services/appointments that you have enquired about or agreed, in order to provide you with the best possible service along with meeting our insurance requirements.

When you first make an enquiry we will only contact you to provide you with the relevant information and/or confirmation about any appointments or training you require. This will be through your preferred method of contact in which you have chosen to initially contact us or an alternative agreed method of contact which may have been discussed or details of which you have also provided.

During your appointment or training you will be asked to complete a contact and consent form outlining our privacy policy, also including the official opt in options. This will confirm your preferred methods of contact along with providing you with full control with how you would like to be contacted in the future if at all. Any consent can be revoked at any time in the future if you so choose.

We will never pass on your details to a 3rd party unless we have your consent (e.g. if we have recommended another professional and you have expressed the desire for them to contact you directly).

Personal information will need to be kept for 7 years post your most recent treatment, however you have access to these files at any time. We only keep information that our insurance providers require.

If you are an expectant Mom then we are required to keep records for 7 years post the 18th anniversary of your babies EDD.

If we are treating a minor between the ages of 16-18 then the records would be required to be kept 7 years after their 18th birthday.

If we are treating anyone aged 16 or under then along with the traditional parental consent and attendance during therapy then we will also be required to keep records for 7 years post their 18th birthday.

The type of information we are required to hold for therapies and training include:

- Name and some form of contact information
- DOB and lifestyle information
- Health information including medication and medical history
- Treatment plans and reflections
- Any other information relevant to the therapy or training.

All records are kept securely in locked cabinets and/or password protected devices and software.

Cookies policy

Cookies are small files of data that are downloaded onto your electronic device used to access websites. Cookies allow a website to recognise a user's device and help your browser navigate through the website by allowing you to log in automatically or remembering settings you selected during earlier visits (among other functions). Cookies do not harm your computer. If you would like to learn more about cookies in general, you can visit www.allaboutcookies.org.

Cookies help us to provide you with a good experience when you browse this website. We do not use cookies to collect or record information such as your name, address or payment details.

We use cookies on this website for the following main purposes:

- for technical purposes essential for the operation of this website.
- to distinguish you from other users of this website, so we can personalise your shopping experience; and
- to collect statistical information about how visitors use this website, so we can improve the way this website works and measure the success of competitions and campaigns.

Most web browsers automatically accept cookies. Unless you have adjusted your browser settings so that it will refuse cookies, cookies will be set when you access this website. By using and browsing this website, you consent to cookies being used in accordance with this Cookie Policy. If you do not consent, you must either disable cookies or refrain from using this website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

If you have any questions or concerns regarding our privacy policy please feel free to contact:

Lyndsey Gilroy

info@moonstonetherapy.co.uk

[07773625667](tel:07773625667)