Reiki and Relax

Client Consent & Confidentiality Policy

Effective Date: 22Sep2026 **Business Name: Reiki and Relax**

1. Purpose of this Policy

Reiki and Relax is committed to protecting the privacy, dignity and wellbeing of every client and learner it works with. This Client Consent & Confidentiality Policy sets out how consent is obtained and recorded, how personal and sensitive information is handled, and the circumstances under which confidentiality may need to be maintained or, in limited situations, broken.

2. Informed Consent

2.1. Consent Before Treatment or Sessions

Prior to any treatment, session or training activity, Reiki and Relax will ensure that clients and learners have received sufficient information to give their informed consent. This includes:

- the nature and purpose of the treatment or session
- any associated risks or contraindications
- the right to withdraw consent at any time
- how their personal information will be stored and used

2.2. Consent Forms

A signed consent form must be completed before the first treatment or session takes place. Consent forms will be retained securely as part of the client or learner record. Digital consent is acceptable where a clear and auditable record is maintained.

2.3. Ongoing Consent

Consent is not a one-off process. Reiki and Relax will check in with clients and learners at relevant points, particularly where the nature of the treatment or programme changes, or where a significant period of time has passed between sessions.

2.4. Vulnerable Adults and Minors

Where a client or learner is under 18 or may lack capacity to give informed consent, consent must be obtained from a parent, guardian or appropriate responsible adult. [Insert Business Name] will follow applicable legal and regulatory requirements in these circumstances.

3. Confidentiality

3.1. Our Commitment

All personal, sensitive and health-related information shared by clients or learners will be treated as strictly confidential. Information will not be disclosed to any third party without the individual's explicit consent, except as outlined in Section 4 of this policy.

3.2. Information That May Be Collected

In the course of providing services, Reiki and Relax may collect and hold the following types of information:

- full name and contact details
- medical history and health conditions
- current medications and allergies
- treatment notes and session records
- emergency contact details
- payment and booking information

3.3. Staff and Associate Obligations

All staff, associates and subcontractors working with Reiki and Relax are required to maintain confidentiality in line with this policy. This obligation continues after their involvement with the business ends.

4. When Confidentiality May Be Broken

There are limited circumstances in which Reiki and Relax may be required or justified in disclosing confidential information without consent. These include:

- where there is a serious and immediate risk of harm to the client, a third party or the wider public
- where disclosure is required by law or by a court order
- where a safeguarding concern arises involving a child or vulnerable adult
- where information is required by a regulatory or professional body in the context of a formal investigation

Where disclosure is necessary, Reiki and Relax will, wherever possible, inform the individual in advance and share only the minimum information required. All disclosures will be recorded.

5. Data Storage and Security

5.1. Record Keeping

Client and learner records will be held securely, whether in physical or digital form. Physical records will be kept in a locked location. Digital records will be protected by appropriate access controls and, where applicable, encryption.

5.2. Retention Period

Records will be retained for a minimum of [insert number] years following the end of the treatment, programme or business relationship, or for such longer period as may be required by law, insurance conditions or professional standards.

5.3. Access to Records

Clients and learners have the right to request access to the personal information held about them. Requests will be handled in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Requests should be directed to [Insert Contact Name or Role].

6. Consent to Photography and Media

Where Reiki and Relax wishes to use photographs, videos or case studies featuring clients or learners for marketing, training or educational purposes, separate written consent will be obtained. This consent may be withdrawn at any time by contacting Michelle Richardson at Hello@reikiandrelax.uk

7. Complaints and Concerns

If a client or learner has a concern about how their personal information has been handled, or believes their consent has not been properly obtained or respected, they should raise this directly with [Insert Business Name] in the first instance. If the matter is not resolved, they may escalate their concern to the Information Commissioner's Office (ICO) at ico.org.uk.

8. Policy Review

This policy will be reviewed periodically and updated as required to reflect changes in legislation, professional standards or operational practice.

9. Contact Details

Practitioner / Business Name	Michelle Richardson, Reiki and Relax
Contact Email	Hello@reikiandrelax.uk
Telephone	07434969622
Website (if applicable)	www.reikiandrelax.uk