

Privacy Policy

CHEMIN HOLISTIQUE



Last updated: December 2025

Privacy at a Glance

- **Who I am:** Eri Ito — Chemin Holistique (Baule, France)
- **What I collect:** Contact details, relevant health information, appointment notes, and payment records.
- **Why:** To provide safe, non-medical wellbeing support (Shiatsu, acupuncture, and guidance on formulas from the Chinese pharmacopoeia).
- **How it's stored:**
Securely in Microsoft 365, Wix (bookings), Outlook (emails), Microsoft Teams (online consultations), and on my password-protected phone (texts).
- **Who I share with:** Only with your consent, if required by law, or with a GP/health professional if necessary for your wellbeing or safety.
For formulas from the Chinese pharmacopoeia, essential information is shared securely with **Lian Herbs (Europe)** or **Herbprime (UK)**, who prepare and ship your plant-based formula.
- **How long:** Records are kept for 7 years, or until age 25 for children.
- **Your rights:** You can request to see, correct, or delete your data at any time (within legal limits).
- **Cookies:** This site uses basic Wix cookies for functionality and anonymised analytics — no marketing tracking.

👉 **For full details, read the policy below.**

Full Privacy Policy

1. Introduction

This Privacy Policy explains how I, **Eri Ito (Chemin Holistique)**, collect, store, and process your personal information in accordance with the EU GDPR and the UK Data Protection Act 2018.

Questions? Contact me at: info@cheminholistique.com

2. Information Collected

I collect only the information required to offer non-medical wellbeing services.

All information is treated as confidential and will not be shared without your consent unless legally required.

Data may be collected through:

- registration and consent forms (Microsoft Forms)
- the booking system (Wix)
- email (Outlook) or text messages
- notes from sessions (Microsoft Word)

Types of personal data include:

- contact details (name, address, email, phone, date of birth)
 - relevant health history
 - photos of the tongue and notes from traditional energetic assessment
 - appointment and payment information
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3. Why We Collect Your Data

Your information is collected for:

1. **Safe practice:** I need certain information to offer appropriate non-medical support.
2. **Legal basis:** By requesting a session, you enter into a service agreement.
3. **Legitimate interest:** Without this information, I cannot practise safely or responsibly.
4. **Communication:** To confirm, adjust, or follow up on appointments.
5. **Wellbeing coordination:** If necessary for your safety or wellbeing, relevant information may be shared with a GP or other health professional.
6. **Formulas from the Chinese pharmacopoeia:** If you choose this service, essential details are sent securely to Lian Herbs (Europe) or Herbprime (UK), who prepare and ship the plant-based formula.

Legal basis under GDPR:

Consent, performance of a service agreement, and legitimate interest in providing safe, non-medical wellbeing support.

➔ I **do not** diagnose medical conditions, prescribe medication, or replace medical care.

4. How Data is Stored

Your data is stored securely in GDPR-compliant systems:

- **Microsoft 365:** encrypted notes, forms, documents, and emails
- **Wix:** booking and website data
- **Outlook:** secure email
- **Password-protected phone:** appointment messages
- **Microsoft Teams:** online sessions

Retention:

- Adults: 7 years after the last session
- Children: until age 25

After this period, information is securely deleted or destroyed.

5. Security Policy

I use appropriate technical and organisational measures to protect your data from unauthorised access, alteration, disclosure, or loss.

Only I (**Eri Ito**) have access to your records.

6. Your Rights

You have the right to:

- request access to your personal data
- request corrections
- request deletion (within legal and professional limits)
- withdraw consent at any time

I will respond within **30 days**.

If you have concerns, you may contact:

- **France:** [CNIL – Commission Nationale de l'Informatique et des Libertés](#)
 - **UK:** [ICO – Information Commissioner's Office](#)
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7. International Data Transfers

Because services like Microsoft and Wix operate globally, your data may be transferred internationally.

These providers comply with GDPR and use secure safeguards.

8. Children Under 14

In accordance with applicable data protection law, I do not knowingly collect data from children under 14 without parental or guardian consent.

If notified, such data will be deleted.

9. Third-Party Providers (Herb Suppliers)

For plant-based formulas from the Chinese pharmacopoeia, relevant information may be shared securely with:

- **Lian Herbs** (for clients in Europe)
- **Herbprime** (for clients in the UK)

They use this information only to prepare and dispatch the formula.

10. Changes to This Policy

This policy may be updated to reflect legal or practice changes.

Updates will appear with a new “last updated” date.

11. Cookies and Website Data

This website (www.cheminholistique.com) is hosted by Wix, which may collect limited data via cookies:

- essential cookies (site security and basic functionality)
- performance cookies (anonymised analytics)
- functional cookies (preferences)

You can manage cookies in your browser settings.

Disabling essential cookies may affect site functionality.

For more information: <https://www.wix.com/about/privacy>

If you have any questions about how your data is handled, please contact me before your session.

I am happy to explain this policy in clear, practical terms.

Contact Information

Practitioner: Eri Ito, Chemin Holistique (Baule, France)

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