

# 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 support your wellbeing safely and appropriately (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 or advertising use."

Your information is treated with care and respect at all times.

👉 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](mailto: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
-

## 3. Why We Collect Your Data

I collect only what is needed to support your care, for the following reasons:

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](#)
- 

## 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](http://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

**Eri Ito – Chemin Holistique**

Baule, France

Email: [info@cheminholistique.com](mailto:info@cheminholistique.com)

Website: [www.cheminholistique.com](http://www.cheminholistique.com)



Integrated care for body, mind, and emotions through  
Traditional East Asian Medicine