**Privacy Policy**

This statement explains what happens to any personal data that you provide to us or that we collect from you whilst you visit our site and how we use cookies on this website. We take every effort to ensure that your personal data is handled with care and stored secuely.

**Information That We Collect**

* Information about your use of our site including details of your visits such as pages viewed and the resources that you access. Such information includes traffic data, location data and other communication data.
* Information provided voluntarily by you. This may be by filling in forms on our site or by corresponding with us by phone, email or otherwise.

**Use of Cookies**

Cookies provide information regarding the computer used by a visitor. We may use cookies where appropriate to gather information about your computer in order to assist us in improving our website. Our website will ask your consent the first time you visit. You may turn off cookies on your device, but some features of our website may not work properly.

**How We Use Your Information**

In order to provide you with a psychological therapy service, we need information from you which may include your identity, your address, your email, and your telephone. Additional details may be taken to provide the service you are expecting such as notes about your sessions, medical records, insurance reports, personal history, relationships, etc. In addition to any requirements of the General Data Protection Regulation (GDPR), this information may be further protected by the British Psychological Society code of ethics and the regulating body Health and Caring Professions Council.

We may use your information in my accounting system to bill for services, take payments, file tax returns, and track your financial obligations to us. Once our financial relationship is concluded we will continue to hold that information until no longer required by HMRC or any other party with a legitimate interest.

**Lawful Basis for Processing**

Our basis for processing your information is legitimate interests. This is information that both you and we might reasonably expect to be provided and maintained in order to provide the service or information you want.

**Categories of Personal Data Obtained**

We do not obtain data from third parties unless it has been released to us with your informed consent. Examples of this may be legal, medical, criminal, educational, social, or other records released by your solicitor for use in preparing a report on your behalf. Data we receive will nearly always be obtained either directly from you, your representative, or your guardian. In the case of children, this information will be obtained from the child and/or the guardian.

**Recipients of Data**

Data received from you will be used only within our partnership for the purposes you and we reasonably expect for the services being provided. Except as required by law, courts, or police, we do not release data to others.

**Transfers Outside of the EU**

We do not transfer data outside of the EU for processing, meaning to be handled, viewed, manipulated, scanned, or otherwise accessed by someone outside of our business. However, data may be moved and stored outside of the EU for our own purposes such as accounting, storage, video consultations, emails, and similar circumstances. We make an effort to ensure these providers are GDPR compliant, to minimise our use of such providers, and to consider if security measures are in place that are reasonable and reliable. It is also likely that we may work with you or communicate with you while we or you are located outside of the UK or EU. In any event, our company will continue to comply with the GDPR and respect your rights.

**Third Party Websites**

Our website may contain links to third party websites and plug-ins. Where we provide a link it does not mean that we endorse or approve that site’s policy towards visitor privacy and are not responsible for the content or practices of those websites, plug-ins or services. If you choose to use these websites, plug-ins or services you may disclose your information to those third parties but should review their privacy policy before sending them any personal data.

**How Long We Hold Your Data**

We hold data only as long as we are required by law for accounting and tax purposes, which may be three years or longer. Emails received directly and related to services we are providing you will be kept only as long as we are working with you and will typically be deleted 30 days after we cease working with you. Notes maintained as part of therapy or supervision with you will be deleted 30 days after you advise us we are no longer working with you.

**Source of Personal Data**

We do not obtain data from third-parties without your consent except in the case of children or vulnerable persons and then this data will be obtained from a responsible party, solicitor, or a party holding power-of-attorney. If you are asking us to work in a legal case in which you are a party, we may receive information from the courts, the police, the Crown, or your legal team. In this case such a release is made on your behalf by parties you have authorised. We may receive data from an insurance company or medical providers, again on your authorisation and knowledge.

**Your Rights**

A complete summary of your rights is available at the ICO website. You may request copies of data we hold on you and we must provide this information free-of-charge within 30 days. However, if your request is unreasonable or you have made repeated requests for the same

information, we may refuse to comply unless and until a fee is paid or an agreement reached on the data to be provided. You always have the right to file a complaint with the ICO if you feel we have violated your rights under the GDPR.