**Privacy Statement**

Your privacy is very important to me, and you can be confident that your personal information will be kept safe and secure and will only be used for the purpose it was given. I adhere to current data protection legislation, including the General Data Protection Regulation (EU/2016/679) (the GDPR), the Data Protection Act 2018, and the Privacy and Electronic Communications (EC Directive) Regulations 2003. This privacy notice tells you what I will do with your personal information from the initial point of contact through to after your therapy has ended, including:

• Why I can process your information and what purpose I am processing it for

• Whether you must provide it to me

• How long do I store it for

• Whether there are other recipients of your personal information

• Whether I intend to transfer it to another country

• Whether I do automated decision-making or profiling, and

• Your data protection rights.

I am happy to chat through any questions you might have about my data protection policy, and you can contact me via email: olivia.tenderhearts@gmail.com

‘Data controller’ is the term used to describe the person/ organisation that collects and stores and has responsibility for people’s personal data. In this instance, the data controller is **Tender Hearts Therapy**.

Tender Hearts Therapy is registered with the Information Commissioner’s Office.

The GDPR states that I must have a lawful basis for processing your personal data. There are different lawful bases depending on the stage at which I am processing your data. These are explained below:

If you have had therapy with me and it has now ended, I will use legitimate interest as a lawful basis for holding and using your personal information.

If you are currently having therapy or if you are in contact with me to consider therapy, I will process your personal data where it is necessary for the performance of our agreement/contract.

The GDPR also makes sure that I look after any sensitive personal information that you may disclose appropriately. This type of information is called ‘special category personal information’. The lawful basis for me processing any special categories of personal information is that it is for the provision of health treatment (in this case therapy) and necessary for a contract with a health professional (in this case, a contract between you and the therapist).

**How I use your information**

**Initial contact -** When you contact me with an enquiry about therapy, I will collect information to help satisfy your enquiry.

**While you are accessing counselling -** Everything discussed with me is confidential. The only reason that any information would need to be passed on would be if you were considered to be at risk to yourself or to others, or if you disclose information regarding acts of terrorism or fraud. Your therapist will always try to speak to you about this first unless there are safeguarding issues that prevent this. I will keep a record of your personal details to help the service run smoothly. These details are kept securely in password-protected files on a password-protected computer and are not shared with any third party. I will keep notes of each session, and these will also be secured within a password-protected document, separate from your personal details to ensure anonymity.

**After counselling has ended -** Once counselling has ended your records will be kept for 10 years from the end of your counselling and are then securely destroyed.

**Your rights**

I try to be as open as I can in terms of giving people access to their personal information. You have a right to ask me to delete your personal information, limit how I use your personal information, or stop processing your personal information. You also have a right to ask for a

copy of any information that I hold this will include your basic contact details, GP details, and an emergency contact. (You might wish to inform your emergency contact that you have provided their details to me). If you decide not to proceed with counselling, I will ensure all your personal data is deleted. You can read more about your rights at [ico.org.uk/your- data-matters](http://ico.org.uk/your-%20data-matters)

If I do hold information about you, I will:

• give you a description of it and where it came from;

• tell you why I am holding it, tell you how long I will store your data and

how I made this decision;

• tell you to whom it could be disclosed;

• let you have a copy of the information in an intelligible form.

You can also ask at any time to correct any mistakes there may be in the personal information I hold about you. If you have any complaints about how I handle your personal data, please do not hesitate to get in touch with me by email: olivia.tenderhearts@gmail.com

I would welcome any suggestions for improving my data protection procedures.

If you want to make a formal complaint about the way I have processed your personal information you can contact the ICO which is the statutory body that oversees data protection law in the UK. For more information go to [ico.org.uk/make- a-complaint](http://ico.org.uk/make-%20a-complaint).

**Data security**

I take the security of the data I hold about you very seriously and as such, I make every effort to make sure it is kept secure, including using password protection on files and computer devices and encryption software.

**Visitors to the website**

When someone visits the website, I use a third-party service, Wix, to collect standard internet log information and details of visitor behaviour patterns. I do this to determine the number of visitors to the various parts of the site. This information is only processed in a way that does not identify anyone. I do not make and do not allow Wix to make, any attempt to find out the identities of those visiting my website. I use legitimate interests as my lawful basis for holding and using your personal information in this way when you visit my website. No user-specific data is collected by me or any third party. If you fill in a form on my website, that data will be temporarily stored on the web host before being sent to me.