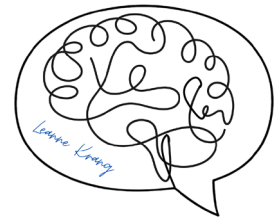


LEANNE KRANG THERAPY

DATA PROTECTION POLICY



You can find a summary of my Data Protection Policy on my website and in my contract. Below you will find a detailed description of my Data Protection Policy.

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 to me. In my counselling practice, I only gather information that is necessary to contact you and provide counselling services.

I adhere to current data protection legislation, including the UK General Data Protection Regulation (the UK GDPR), the Data Protection Act 2018, and the Privacy and Electronic Communications Regulations.

This privacy notice tells you what I will do with your personal information from the initial point of contact to after your therapy has ended.

- Why am I able to process your information, and what purpose am I processing it for?
- Whether you must provide it to me
- What do I store, and how long do I store it for
- Whether there are other recipients of your personal information
- Whether I do automated decision-making or profiling
- Your data protection rights.

I am happy to talk through any questions you might have about my Data Protection Policy, and you can contact me via email or phone.

'Data controller' is the term used to describe the person who collects, stores, and has responsibility for people's data. In this instance, the data controller is me.

I am registered with the Information Commissioner's Office, registration number: ZC172721.

Why am I able to process your information and what purpose am I processing it for?

If you are currently having therapy with me or are in contact with me to consider therapy, I will process the information necessary to contact you and provide counselling services.

The lawful basis for processing your personal information is Legitimate Interests. Any special category data, including information relating to your health, is processed in accordance with UK GDPR requirements for the provision of counselling services.

GDPR also requires me to look after any sensitive personal information that you may disclose to me appropriately and securely.

Whether you have to provide it to me

You are not obliged to provide me with your personal information, but it will be difficult for me to contact you or provide counselling services without it.

What do I store and how long do I store it for

I store your name, address, email address, next of kin, and telephone number in my automated admin system called KIKU. I also store your mobile number in my phone.

After we finish working together, I will wait one month before deleting your mobile number from my phone. If you get in touch at a later date for further counselling, I will need to gather this information again.

I also keep very short and brief session notes in my KIKU system. My admin system KIKU is GDPR-compliant, fully encrypted, password-protected online administration system with two-factor authentication.

Session notes will normally be retained for seven years following the end of therapy in line with professional guidance and insurance requirements, after which they will be securely destroyed. You have a right to request access to your records at any time.

The company I use for administrative purposes is KIKU. Any third-party services I use are required to process information securely and in accordance with applicable data protection legislation.

Whether there are other recipients of your personal information

There are no other recipients of your personal information. Very occasionally, I may pass your telephone number to another professional to whom I may refer you. You would be fully informed beforehand of this interaction.

Whether I do automated decision-making or profiling

I do not use automated decision-making or profiling.

Your data protection rights

You have a right to ask what information I hold about you.

You have the right to request access to the information I hold about you, and I will be open to sharing this information unless there is a lawful reason not to do so.

You can request that inaccurate information is corrected.

You may also have rights to restrict or object to certain types of processing where applicable.

To request information that I hold about you, please put your request in writing. I will aim to respond as quickly as possible and within the timeframes required by law.

Website data

When someone visits my website, I use a third-party service, Wix, to collect standard internet log information and details of visitor behaviour patterns. I do this to have an idea of the number of visitors to the various parts of the site, etc. 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.

Like most websites, my website uses cookies to help the site work more efficiently. 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.

Devices in the counselling room

If you choose to bring devices such as mobile phones, smart watches or tablets into our sessions, you should be aware that some devices may collect information through voice assistants or connected applications. If you have concerns about privacy, you may wish to switch these devices off during our session.

I will aim to not have any of my own devices in the room during our sessions unless their use has been agreed in advance.

Concerns or complaints

If you have any concerns about how I have handled your personal information, please contact me in the first instance and I will do my best to resolve the issue. If you remain unhappy with my response, you have the right to lodge a complaint with the Information Commissioner's Office (ICO). Information about making a complaint can be found at www.ico.org.uk.