

Privacy policy

1. Introduction

1.1 We are committed to safeguarding the privacy of our website visitors; in this policy we explain how we will treat your personal information.

2. Credit

2.1 This document was created using a template from SEQ Legal (<http://www.seqlegal.com>).

3. Collecting personal information

3.1 We may collect, store and use the following kinds of personal information:

- (a) information that you provide to us when registering with our website (including your email address)
- (b) information that you provide when completing your profile on our website (including your name, email address and phone number)
- (d) information that you provide to us for the purpose of subscribing to our email notifications and/or newsletters (including your name and email address)
- (e) information relating to any purchases you make of our services or any other transactions that you enter into through our website (including your name, address, telephone number, email address and card details)
- (f) information contained in or relating to any communication that you send to us or send through our website (including feedback); and
- (g) any other personal information that you choose to send to us.

3.2 Before you disclose to us the personal information of another person, you must obtain that person's consent to both the disclosure and the processing of that personal information in accordance with this policy.

4. Using personal information

4.1 Personal information submitted to us through our website will be used for the purposes specified in this policy or on the relevant pages of the website.

4.2 We may use your personal information to:

- (a) enable your use of the services available on our website;
- (b) send statements, invoices and payment reminders to you, and collect payments from you;
- (c) send you non-marketing commercial communications;
- (d) send you email notifications that you have specifically requested;

- (e) send you our email newsletter, if you have requested it (you can inform us at any time if you no longer require the newsletter);
 - (f) send you marketing communications relating to our business which we think may be of interest to you, by post or, where you have specifically agreed to this, by email or similar technology (you can inform us at any time if you no longer require marketing communications);
 - (g) deal with enquiries and complaints made by or about you relating to our website;
 - (h) keep our website secure and prevent fraud; and
 - (i) verify compliance with the terms and conditions governing the use of our website (including monitoring private messages sent through our website private messaging service).
- 4.3 If you submit personal information for publication on our website, we will publish and otherwise use that information in accordance with the licence you grant to us.
- 4.4 We will not, without your express consent, supply your personal information to any third party for the purpose of their or any other third party's direct marketing.

5 Disclosing personal information

- 5.1 We may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this policy.
- 5.2 We may disclose your personal information:
- (a) to the extent that we are required to do so by law;
 - (b) in connection with any ongoing or prospective legal proceedings;
 - (c) in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk); and
 - (d) to any person who we reasonably believe may apply to a court or other competent authority for disclosure of that personal information where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that personal information.
- 5.3 Except as provided in this policy, we will not provide your personal information to third parties.

6. Retaining personal information

- 6.1 This Section 6 sets out our data retention policies and procedure, which are designed to help ensure that we comply with our legal obligations in relation to the retention and deletion of personal information.

- 6.2 Personal information that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.
- 6.3 Without prejudice to Section 7.2, we will usually delete personal data falling within the categories set out below at the date/time set out below:
- (a) Name, address, email and phone number will be deleted once therapy is complete, unless you request for this information to be kept to enable newsletters etc be able to be sent out.
 - (b) Any notes taken will be deleted within two weeks of therapy being complete

7. Security of personal information

- 7.1 We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.
- 7.2 We will store all the personal information you provide on our secure (password- and firewall-protected) servers.

8. Your rights

- 8.1 You may instruct us to provide you with any personal information we hold about you; provision of such information will be subject to:
- (a) the payment of a fee (currently fixed at GBP 10); and
 - (b) the supply of appropriate evidence of your identity (for this purpose, we will usually accept a photocopy of your passport certified by a solicitor or bank plus an original copy of a utility bill showing your current address).
- 8.2 In practice, you will usually either expressly agree in advance to our use of your personal information for marketing purposes, or we will provide you with an opportunity to opt out of the use of your personal information for marketing purposes.

9. Our details

- 9.1 This website is owned and operated by *Debbie Frost*.