

Privacy Notice

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We are committed to the protection of the privacy of all Esteem therapies client's. Your personal data is really important to us and we understand how important it is to you. Our aim is to be as clear and open as possible about what we do with your personal data and why we do it.

Definitions

- "Processing" means anything that we do with your personal data – obtaining it, holding it, using it, or passing it on. The processing of personal data is governed by the General Data Protection Regulation (the "GDPR").
- "You" means you as an individual. You are known as the data subject within the context of the GDPR and UK data protection law.
- "We" means, Esteem therapies. we the data controller as defined within the context of the General Data Protection Regulation (GDPR) and UK data protection law. This means we decide how your personal data is processed and for what purposes and are legally responsible for making sure your information is processed correctly and lawfully.
- "Third party" means anyone else we use as an external agency to process financial payments and calendar information. See sharing data.

Your personal data – what is it?

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession. Examples of the data we may process include:

- Names
- Contact details such as addresses, emails, telephone numbers, Emergency contact details, GP or other health professionals.
- Demographic information such as gender, date of birth, nationality Financial Identifiers: invoices, details of payments made
- Reports and letters to and from GP, Social Services, other health professionals, funding referrers contracts
- Qualifications, place of work, client/supervisee data, professional experience, insurance, and governing body details.

A lot of the data we process is likely to constitute sensitive personal data: mental/physical health information, family history, client timelines.

How do we process your personal data?

I comply with my obligations under the "GDPR" by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

We use your personal data for the following purposes:

- To deliver therapy services
- To facilitate workshops, talks and training
- To contact you regarding scheduling of sessions
- To keep session notes where applicable
- To maintain financial records, invoices and payments made

Further processing

If we wish to use your personal data for a new purpose, not covered by this Data Protection Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

What is my lawful basis for using your information?

The lawful basis for processing your data comes under 2 categories of Article 6 of the GDPR:

Processing is necessary for the performance of a contract. This means under our terms of agreement, we require certain personal information from you in order to be working together.

Processing is necessary for compliance with a legal obligation. We are required by law to inform the appropriate authorities if you make a disclosure concerning acts of terrorism, or where you or another is at risk of serious harm or abuse. Where possible, we will also seek consent.

Processing is necessary to protect the vital interests of you or another person. If you are physically or legally incapable of giving consent, but we need to protect your vital interests, in an emergency, I may use your personal information. For example, if you had been taken seriously unwell whilst in session, I may pass on your emergency contact or medical information to emergency services.

Processing on the basis of consent. Where possible, I gain consent to share your information with a third party. However, even if you do not consent, in some situations (as listed below), I may still share your information.

Sharing your personal data

Your personal data will be treated as strictly confidential. We will not disclose information about the content or process of your therapy to others without your permission, with the following exceptions:

- Supervision
In order to maintain the quality of therapy we offer, we may take aspects of my clients process and experience to supervision. This is taken anonymously whereby we use only your first name. Supervision is beneficial to both therapist and client.
- In an emergency where we feel you are at risk to yourself or to others
- If instructed to do so by a court of law

We use Supersaas' calendar on our website, and they store your email address, phone number and name only which can be accessed by Esteem therapies to enable contact with you and use to make contact and share information with you. Super saas store this information in accordance with their own privacy policy, which can be found at <https://www.supersaas.com/info/privacy>.

We use Stripe to process payments, therefore we have no sight of nor do we store financial data, as this process is all through Stripe. Stripe will collect and process your payment information in accordance with their own privacy policy, which can be found at [Privacy Policy](#)

Safeguarding and protection

If for any reason we develop concerns that you, or someone you know, are at serious risk of harm or abuse, or that you intend to harm yourself, we reserve the right to take appropriate action based upon our professional judgement. If possible, this will be with your full knowledge and consent. If this is not possible. We will act without your permission to protect and safeguard your well-being and that of others.

Acts of terrorism

In the case of disclosure concerning acts of terrorism under the terrorism act, confidentiality will be broken and such disclosures will be passed onto the relevant authority without delay as is my lawful duty.

How secure is your information?

We take security very seriously and will do everything within my power to keep your information safe. All printed documents are stored securely, in a locked filing cabinet, and any electronic files are kept encrypted. If the session is online based, we will ensure we use an encrypted platform for confidentiality.

How long do I keep your personal data?

We endeavour to maintain only data that is relevant, accurate and up to date. All registration forms and electronic files will be shredded at the end of our therapy agreement. We are required by the Health and Care Professions Council (HCPC), to keep case notes for a period of seven years from the date therapy concluded (or from when the client turns 18), at which point they will be confidentially disposed of (shredded), unless a request has been made to keep the case notes for longer than this period. Any request must be made in writing before the end of the seven-year period.

Your rights and your personal data

You have the following rights with respect to your personal data:

1. The right to access information we hold on you

At any point you can contact Esteem therapies to request the information we hold on you as well as why we have that information, who has access to the information and where we obtained the information from. Once we have received your request we will respond within one month.

2. The right to correct and update the information we hold on you

If the data we hold is out of date, incomplete or incorrect, you can inform me and your data will be updated.

3. The right to have your information erased

If you feel that we should no longer be using your data or that we are illegally using your data, you can request that we erase the data we hold.

When we receive your request, we will confirm whether the data has been deleted or the reason why it cannot be deleted (for example because we need to keep it for legal or contractual purpose(s)).

4. The right to object to the processing of your data

You have the right to request that we stop processing your data. Upon receiving the request, we will contact you and let you know if we are able to comply or if we have legitimate grounds to continue to process your data.

5. The right to withdraw your consent to the processing at any time for any processing of data to which consent was sought. You can withdraw your consent easily by telephone, email, or by post (see Contact Details).

6. The right to lodge a complaint with the Information Commissioner's Office.

If you feel we have used your information incorrectly or without lawful basis, or you dispute my lawful basis, you have the right to lodge a complaint with the Information Commissioner's Office (ICO).

Please contact Sarah Lewis if you wish to exercise any of these rights.

Contact Details; we can provide you with access to your personal data at any time. We ask that requests are made by emailing to sarah@esteemtherapies.co.uk

Changes to this notice; We keep this Privacy Notice under regular review.