

# FREEDOM THERAPY

## Privacy Policy

### Contact details

Name: Kirsten Malcolm (t/a Freedom Therapy)

Phone: 07886 845545

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### The type of personal information I collect

I currently collect and process the following information:

If submitting an online enquiry form: name and contact details (which are deleted if you do not proceed with treatment)

If you become a client: name and contact details and medical details. These are stored securely, electronically as follows:

Adherence to GDPR/Data Protection Act (2018) ensures your sensitive and personal data is collected and stored securely and ensures your rights as a consumer are fully protected, from identifiable data such as the details on this form i.e. name and address, and any notes collected during/for our sessions, plus any communication such as emails and/or texts. Collecting and storing this information will help me provide a high-quality service and ensure I am fully prepared and equipped for our sessions.

All of your personal information is stored securely. My computer is password protected. All electronic records and documents are password protected. My email is secure and requires a login every time. My phone is secured with a pin code. I do not keep hardcopies.

I will hold your data for 6 years, at which point your records will be permanently deleted. If you do not wish me to keep your records for 6 years, or you wish your data to be erased at any time before the 6 years has passed, you should make a request in writing. Once requested, I will permanently delete any electronic data from devices, including any data in emails and on my phone. The only data that I would keep would be your request to delete your data.

Anything discussed and disclosed during our sessions is strictly confidential and will be kept between you and me (except in situations where I am required to do so by the law). For example, if (during any of our sessions) you disclosed that you were going to harm yourself or someone else, I am legally obliged to inform the relevant authorities. Additionally, if I received a Police Warrant or a Court Order for your data, I would be required to provide this information by law.

There may also be times when I decide I need to discuss elements of our sessions with my Supervisor to ensure I am giving you the best support. Discussing your case with my Supervisor would be fully

anonymised and I would refer to you as 'my Client' (only divulging relevant parts of our session i.e. where I feel I need clarification or support, for example).

Adhering to GDPR regulations, contact with your GP or any other Healthcare Professional would only ever be made when absolutely necessary, and only with your prior consent.

## **How to complain**

If you have any concerns about my use of your personal information, you can make a complaint to me via one of the contact methods above. You can also complain to the ICO if you are unhappy with how I have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>