

Privacy Notice

1. Background

I understand that your privacy is important to you and that you care about how your personal data is used. I will always respect and value the privacy of all of all my clients and will only collect and use personal data in ways that are described here, and in a way that is consistent with my obligations and your rights under the law.

2. Purpose of this notice

This Privacy Notice explains how I use your personal and/or sensitive data: how it is collected, how it is held, and how it is processed.

For more information about my use of your personal data or exercising your rights as outlined above, please contact me using the details provided in Part 8.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

3. Collection of Personal data

All data that I use is collected or received from yourself either directly or via an email sent by yourself. I do not receive any data from any third parties.

Personal Data includes, Name, Date of birth, Address, email address, Telephone / Contact number, date of commencement of therapy; correspondence with other professionals where this has been agreed by yourself; session records.

4. Use of your personal data

Under the GDPR, I must always have a lawful basis for using personal data. I may use your personal data for the following purposes:-

- Responding to emails or calls from you;
- Supporting you in regard to my professional and contractual obligations;
- Communicating with other professionals (i.e. GP's) at your request and only with your explicit permission;
- In the event of a medical emergency and only with your explicit permission if you are able to do so;

Your personal data is NOT electronically processed or profiled in any manner.

5. Retention of your personal data

I will not keep your personal data for any longer than is necessary. Your personal data may therefore be kept for the following periods (or, where there is no fixed period, the following factors will be used to determine how long it is kept):-

- Insurance company requirements – Can be up to seven years;
- In accordance with any guidelines of the UKCP that may be set from time to time;

6. How and where I store or transfer personal data?

I will only store your personal data in the UK. This means that it will be fully protected under the GDPR. None of your data is electronically stored, scanned or transmitted.

The security of your personal data is essential to me, and to protect your data, I take a number of important measures, including the following: -

- All data is locked in a secure and locked filing cabinet in my premises and protected by a security alarm;
- All data is securely shredded at the end of its designated retention period;

7. Sharing of personal data?

I do not share any of your personal data with any third parties for any purposes, subject to two important exceptions:-

1. In some limited circumstances, I may be legally required to share certain personal data; if I am involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority;
2. I have a professional will that, in the event of a serious illness or my death, the names and contact numbers (only) of my clients are passed to an accredited practitioner for the purposes of ensuring my clients are notified of the situation.
At this time, no other information is made available for access by others except for the purposes of destruction (by shredding) of all records.

8. How you can access your personal Data?

If you want to know what personal data I have about you, you can ask me for details of that personal data and for a copy of it (where any such personal data is held). This is known as a "subject access request". To contact me about anything to do with your personal data and data protection, including to make a subject access request, please use the following details: -

email address: mail@sarahayre.com

Telephone number: 07872 335488

Postal Address: 69 Woodland Road, Darlington. County Durham. DL3 7BQ

9. Changes to this Privacy Notice

I may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if I change my business in a way that affects personal data protection. Any changes will be made available via my website and/or communicated to you in writing on our next meeting.

10. Complaints

If you have any cause for complaint about my use of your personal data, or you have any concerns or issues relating to your data privacy you have the right to lodge a complaint with the Information Commissioner's Office (ICO).

The ICO can be contacted via their website www.ico.org.uk or via their telephone helpline 0303 1231113