

# PRIVACY POLICY

## BACKGROUND:

I understand that your privacy is important to you and that you care about how your personal data is used. I respect and value the privacy of all of 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.

## 1. Information About Me

My address and postal address is 19 Caribou Way, Cambridge, CB1 9XF. My email address is sally.pears@mail.co.uk and my telephone number is +44 (0) 7757 550 519.

## 2. What Does This Notice Cover?

This Privacy Information explains how I use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

## 3. What is Personal Data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the "GDPR") as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers. The personal data that I use is set out in Part 5, below.

## 4. What Are My Rights?

Under the GDPR, you have the following rights, which I will always work to uphold:

- a) The right to be informed about my collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact me to find out more or to ask any questions using the details in Part 11.
- b) The right to access the personal data I hold about you. Part 10 will tell you how to do this.
- c) The right to have your personal data rectified if any of your personal data held by me is inaccurate or incomplete. Please contact me using the details in Part 11 to find out more.
- d) The right to be forgotten, i.e. the right to ask me to delete or otherwise dispose of any of your personal data that I have. Please contact me using the details in Part 11 to find out more.
- e) The right to restrict (i.e. prevent) the processing of your personal data.
- f) The right to object to me using your personal data for a particular purpose or purposes.
- g) The right to data portability. This means that, if you have provided personal data to me directly, I am using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
- h) Rights relating to automated decision-making and profiling. I do not use your personal data in this way.

Further information about your rights can be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau. If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

## 5. What Personal Data Do You Collect?

I may collect some or all of the following personal data (this may vary according to your relationship with me):

- Name;
- Date of birth;
- Gender;
- Address;
- Email address;
- Telephone number;
- Profession;
- Payment information;
- GP Detail
- Sensitive Data may include references to your psychological health, wellbeing and lifestyle.

## 6. How Do You Use My Personal Data?

Under the GDPR, I must always have a lawful basis for using personal data. Your personal data may be used for one of the following purposes:

- Supplying my services to you. Your personal details are required in order for me to enter into a contract with you.
- Communicating with you. This may include responding to emails or calls from you.

## 7. How Long Will You Keep My Personal Data?

I will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. The Data is kept for the time necessary to provide the service requested by the User, or stated by the purposes outlined in this document. The User can always request that I review, suspend or remove the data.

- Your personal data will be kept for one year if we are not likely to meet again and for 7 years if we might.

## 8. How and Where Do You Store or Transfer My Personal Data?

I will only store or transfer your personal data in the UK. This means that it will be fully protected under the GDPR. 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:

- Locked offices
- Password-protected online systems

## 9. Do You Share My Personal Data?

It may become necessary to share your data with a third party if I feel you, or someone else close to you, is at risk of significant harm. Unless the risk is imminent, this will be discussed with you before appropriate disclosure. I also have a legal obligation to break confidentiality in compliance with a court order, concerns over child protection and information or knowledge regarding fraud, drug trafficking or acts of terrorism.

## 10. How Can I Access My 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". All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 11. There is not normally any charge for a subject access request. If your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover administrative costs in responding. I will respond to your subject access request within one month of receiving it. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date I receive your request.

## 11. How Do I Contact You?

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: [sally.pears@mail.co.uk](mailto:sally.pears@mail.co.uk)

Telephone number: +44 (0) 7757 550 519

Postal Address: 19 Caribou Way, Cambridge, CB1 9XF

## 12. 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 practice in a way that affects personal data protection. Any changes will be made available here.

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