

Reflective Wellbeing Privacy Policy

Phone Number: 07730 689450

Email: reflectivewellbeing@gmail.com

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics for example, name and contact details including email, phone, and address.
- Age, gender, general information around reason for contacting our service.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To access one of our products, services and/or therapies
- We use the information that you have given us in order to offer you guidance, advice and access to a suitable therapy, product or support.

This information is used only by the therapist involved in the direct support, therapy, product or service you are receiving from Reflective Wellbeing..

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting Reflective Wellbeing at reflectivewellbeing@gmail.com

(b) We have a vital interest.

(c) We have a legitimate interest.

How we store your personal information

Your information is securely stored by Reflective Wellbeing.

We keep personal information obtained from online forms, consultation forms, therapy notes and any associated information and materials for seven years from the last appointment.

We will then dispose your information by securing shredding all paperwork in a cross shredder and all online or computer data is removed, and files cleaned by computer software.

Your data protection rights

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.
- You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at reflectivewellbeing@gmail.com if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Reflective Wellbeing.

You can also complain to the ICO if you are unhappy with how we 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>