

Embrace Calm Psychotherapy Privacy Policy

Our contact details

Name: Jessica Bennett

Address: 6 Moat Farm Drive, Birmingham, B32 4LH

Phone Number: 07784597146

E-mail: embracecalmpsychotherapy@hotmail.com

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name, address and contact details, medication, medical information, a nominated third party emergency contact and life experiences related to and contributing to overall mental health)
- Website user statistics

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:

When you make an enquiry via the online enquiry form or send an email to us

- When arranging an initial consultation via the online enquiry form, email message, text message or via phone call
- During the initial consultation and if any information you have initially provided changes during the course of the therapy.
- To seek feedback on the services provided

We use the information that you have given us in order to;

- Develop, operate, maintain and deliver our services
- Send communications, including by email, messaging and phone call, regarding appointments we have arranged or to manage support enquiries. Please note: this does not include any form of marketing and your information will not be shared with third party companies for marketing purposes.
- Monitor and analyse trends

We may share this information with the relevant authorities if we have reason to believe there is a risk that you may hurt yourself or somebody else.

Under the UK General Data Protection Regulation (UK 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 Jessica Bennett, Embrace Calm Psychotherapy via the following email: embracecalmpsychotherapy@hotmail.com

(b) We have a legitimate interest.

(c) We have a legal obligation.

How we store your personal information

Your information is securely stored.

We keep your data, such as your name, address and contact details, for 6 years in accordance with our governing bodies recommendations. We will then dispose your information by erasure of data stored.

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 embracecalmpsychotherapy@hotmail.com, 07784597146 or 6 Moat Farm Drive, Birmingham, B32 4LH, 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 embracecalmpsychotherapy@hotmail.com, 07784597146 or 6 Moat Farm Drive, Birmingham, B32 4LH.

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>