



CLIENT PRIVACY STATEMENT

What information does L2LYL keep and why?

Name and Age – L2LYL uses this basic information to get to know you.

Address, Email Address, Phone Number – L2LYL uses this as a way of contacting you regarding your sessions. L2LYL will always try to use the method you used to initiate contact, but if L2LYL cannot reach you then it will try a different method.

Next of Kin and Your Medical Professional's Details – If L2LYL is worried that you might be at risk, then L2LYL may need to contact your next of kin or medical professional. L2LYL will let you know when - and if it feels this is a necessary precaution.

Session Notes – L2LYL will keep brief notes regarding your session(s).

Will L2LYL share your personal information? To whom? For what purpose?

It is very unlikely that L2LYL will share your data. L2LYL will never sell it or use it for unethical reasons. However, L2LYL may have to share session notes if the following scenarios occur:

- L2LYL is subpoenaed by court to share session notes
- If you (or anyone you tell L2LYL about) are at harm or risk of harm, then L2LYL has a moral obligation to share this information with the applicable authorities
- L2LYL may discuss your information for training purposes – referencing you only by your first name or some other pseudonym

How does L2LYL store and protect your personal information?

Any hard copy personal information is stored in a locked filing cabinet.

Any digital personal information is stored on a local, password-protected drive.

Any hand-written session notes are transferred to an electronic file and is stored on a local, password-protected drive, immediately following your session.

Any original hard copy session notes are stored in a locked file cabinet.

Client phone number(s) are stored in business mobile phones, with Client first names and last initials only.

How long does L2LYL store your personal information? How is it disposed of?

L2LYL saves your details and session notes for seven years, following the date of your last session. After this time, L2LYL will destroy any digital and/or analog documents that contain your personal information and your contact information will be purged from company phones.