

# LifeMinded Psychology

## Privacy Policy

For the avoidance of doubt, LifeMinded Psychology uses the following terms in Our **Privacy Policy**:

<b>“Services”</b>	means any Psychologist services including supply of any other services, treatments, and other materials, and other items provided or used in the course of Our normal business;
<b>“Us/We/Our”</b>	means the Services provider LifeMinded Psychology and reference to Us/We/Our shall include reference to any and all staff;
<b>“You/Your/Client”</b>	means an individual who is a user of Our Services.

LifeMinded Psychology is founded, managed and coordinated by Dr Kate Foxwell. We, LifeMinded Psychology, take Your privacy very seriously and adopt a high standard of compliance and confidentiality when dealing with Your data.

LifeMinded Psychology is fully compliant with the current General Data Protection Regulation (GDPR) guidance and is registered with the Information Commissioner's Office (ICO). Our registered data controller is Dr Kate Foxwell (ICO Ref: ZB849740).

This **Privacy Policy** covers how We collect, use and store Your personal data via the use of Our website (LifeMindedPsychology.com), and the provision of Services to You. This **Privacy Policy** does not extend to any social media platforms, or third-party websites that may be accessible from Our website. It also provides guidance on what You can do if You would like to request a copy of Your information or patient record, make a complaint, or delete Your personal information. By using Our Service, You agree to the collection and use of Your personal information by Us and the therapists We work with in accordance with this **Privacy Policy**.

If you do not agree to the terms of this **Privacy Policy**, please do not provide us with any information and please do not use the Service.

If You have any questions or suggestions regarding Our **Privacy Policy**, You may contact Us at:

hello@lifemindedpsychology.com

### 1. Age Requirements

1.1 We do not knowingly collect personal information from individuals under 18 years of age without parental permission.

1.2 By using the Service, You represent that You are over 18 years of age. If You are under 18 years old, please do not use the Service, or provide any personal information to Us.

1.3 If You are acting on behalf of someone who is under 18 years of age then You agree to gain their express permission to do so and will abide by the **Services Terms and Conditions** on their behalf.

## 2. Information We collect from You and Why

2.1 When We process your personal information for Our legitimate interests, We make sure to consider and balance any potential impact on You, and Your rights under data protection laws. Our legitimate business interests do not automatically override Your interests - We will not use Your Personal Data for activities where Our interests are overridden by the impact on You (unless We have Your consent or are otherwise required or permitted to by law).

2.2 We will never sell Your personal information to a third party.

2.3 Most commonly, We will use Your personal data in the following circumstances:

2.3.1 To identify You when You use the Service;

2.3.1 Where We need to perform the agreement We are about to enter into or have entered into with You;

2.3.2 To answer Your questions and improve the Service;

2.3.3 To notify You about changes to Our Service;

2.3.4 For marketing purposes including in collaboration with third parties where You consent to this;

2.3.5 For statistical purposes and analysis for management purposes in order to administer the Service or improve Our Services;

2.3.6 Where We need to comply with a legal obligation.

2.4 Generally, We do not rely on consent as a legal basis for processing Your personal data although We will get Your consent initially to collect sensitive data (such as health information). You have the right to withdraw consent at any time by contacting Us.

2.5 The table below sets out further detail on the ways We process Your data for Our legitimate interests. If You have any concerns about the processing below, You have the right to object to processing that is based on Our legitimate interests. This may impact the quality of Services provided.

What we collect:	More specifically:	What we do with the information:
Contact Details	-Name, -Address, - Address from which you will be attending online Sessions, -Email Address, -Phone Number -Online platform ID	We use this information to identify You, respond to queries, arrange appointments and deliver Services.
Emergency Contact Details and GP Contact Details	-GP Surgery and Address -Emergency Contact Name and Number	Due to the nature of the Services provided, We have a duty of care to seek help if You or someone else is at risk of harm.
Company Details	-Company Name -Booking Contact Email Address or other contact information	We will only require these details if the request is for organisational sessions, consultation or training. The details will enable the coordination of the sessions, consultation or training.
Circumstance and Health	-Age -Preferred pronoun	During the delivery of service You may choose to disclose personally sensitive information to Us. As health professionals we are required to keep

<b>What we collect:</b>	<b>More specifically:</b>	<b>What we do with the information:</b>
	<ul style="list-style-type: none"> <li>-Relevant contextual data for the provision of services,</li> <li>-Occupation, and publicly available information concerning Your profession, expertise and/or business services,</li> <li>-Health- any relevant personal health data You may choose to disclose.</li> <li>-Any other personal information You provide Us with directly.</li> </ul>	records of the work we do together. We only collect and store the information that remains relevant for the continued and effective support throughout Our Service to You.
Correspondence	-Correspondence, or a record of it, if You should contact Us through the Service.	We only collect and store the information that remains relevant for the continued and effective support throughout Our Service to You.
Questionnaires and Feedback	-Various psychometric questionnaires	Before, during and after the provision of Services, We may issue questionnaires and/or feedback requests. This is to inform the work We do with You. We will retain anonymised information about the outcomes of therapy and any feedback You give us. This is to support Us with the continual improvement of Our services, and with further permission, anonymised testimonials may be used for marketing purposes.
Browsing Statistics	<ul style="list-style-type: none"> <li>-IP Address</li> <li>-Referrer URL</li> <li>-Browser version</li> </ul>	<p>If You browse Our website, We may analyse information about how You use the website, and the content and pages that You interact with. This is in order to improve the relevance and interest of the content on it, make changes to enhance the user experience, and/or diagnose faults. Our legal basis for this processing is legitimate interest.</p> <p>We do not normally link IP addresses to anything personally identifiable, which means that You remain anonymous throughout Your visit even though an IP address is personal data. We would only attempt to use IP addresses to identify a user when We feel it is necessary to protect Our services and other users on the site or are legally required to by law enforcement agencies.</p>
Website cookies	Our website uses a number of cookies to collect data.	This data helps Us to understand and improve Our website traffic and can help You have a better user experience. We have carefully chosen these cookies and have taken steps to ensure

What we collect:	More specifically:	What we do with the information:
		<p>that Your privacy is protected and respected at all times.</p> <p>You can decide which cookies to accept or disable when You access the site and via your internet browser. Before the website places cookies on your computer, You will be presented with a message bar requesting Your consent to set those cookies. By giving Your consent to the placing of cookies, You are enabling Us to provide a better experience and service to You. You may, if You wish, deny consent to the placing of cookies; however certain features of the website may not function fully or as intended.</p>
Marketing	-Email Address	<p>Our lawful ground for processing Your personal data to send You marketing communications is either Your consent or Our legitimate interests (namely to grow our business). Under the Privacy and Electronic Communications Regulations, we may send You marketing communications from Us if (i) You made a purchase or asked for information from Us about Our goods or services or (ii) You agreed to receive marketing communications and in each case You have not opted out of receiving such communications since. Under these regulations, if You are a limited company, We may send You marketing emails without Your consent. However You can still opt out of receiving marketing emails from Us at any time by contacting Us by email at <a href="mailto:hello@lifemindedpsychology.com">hello@lifemindedpsychology.com</a>.</p>

2.6 Your contact details are essential to allow Us to complete Our agreement with You. If You fail to provide necessary data when requested, We may have to cancel a Service You have with Us but we will notify You if this is the case at the time. It is important that the personal data we hold about You is accurate and current. Please keep Us informed if Your personal data changes during your relationship with Us.

2.7 We may use personal data to help detect and prevent fraud against You and Us. Our legal basis for preventing fraud is public interest (the government has determined that the prevention of fraud is a task in the public interest).

### 3 How We share Your information

3.1 We may share Your personal data with the parties set out below for the purposes set out above (see section 2: 'Information We collect from You and why').

- The therapist who will deliver Our Services for You;

- Where We are obliged, or permitted, to do so by applicable law, regulation or legal process;
- Service providers, acting as processors who provide IT and system administration services;
- HM Revenue and Customs, regulators and other authorities, acting as processors or joint controllers, who require reporting of processing activities in certain circumstances.
- We may pass aggregated information to third parties about how Our users use Our Service but this will not include information which could be used to identify You.

3.2 We require all third parties to respect the security of Your personal data and to treat it in accordance with the law. We do not allow Our third-party service providers to use Your personal data for their own purposes and only permit them to process Your personal data for specified purposes and in accordance with Our instructions.

#### **4 How We store Your information**

4.1 We take appropriate organisational and technical measures to protect Your personal information that We hold. We limit access to Your personal information to those who We believe reasonably need to come into contact with that information in order to carry out their jobs.

4.2 The data that We collect from You may be transferred to, and stored at, a destination outside the United Kingdom. By submitting Your personal information to Us, You agree to such transfer, storing or processing. We will take all steps reasonably necessary to ensure that Your personal information is treated securely at all times and in accordance with this **Privacy Policy**.

4.3 Unfortunately, the transmission of information via the internet is not completely secure. Although We will do Our best to protect Your personal information, We cannot guarantee the security of Your information transmitted to Our Service and any transmission is at Your own risk.

4.4 All information recorded on paper will be securely stored in a locked cabinet. Confidential digital information will be secured within a password protected environment. Confidential information sent by Us via the internet will be encrypted and/or password protected (password sent separately by text). Letters sent to professionals such as GPs, by surface mail, will be clearly marked Confidential. All electronic devices (e.g. computer, laptop and phone) used to access stored information will themselves be password protected.

4.5 We currently use the following third-party platforms to capture and store your data as part of our service delivery:

- OneDrive: For secure storage of documents and files.
- MS Teams: For conducting virtual consultations and meetings.
- Outlook: For communicating with You via email
- GoDaddy: For website hosting

4.6 In line with the policies of the British Psychological Society We keep client health records for 7 years following the end of treatment. Following this time Your data will be securely destroyed. Unless a longer retention period is required or permitted by law, We will only hold other data on Our systems

for the period necessary to fulfil the purposes outlined in this **Privacy Policy** or until You request that the data be deleted. Even if we delete Your data, it may persist on backup or archival media for legal, tax or regulatory purposes.

4.7 Due to HMRC requirements, We will store any invoices or other financial data for 7 years.

## 5 Your Data Protection Rights

5.1 Under data protection law, You have rights including:

5.1.1 Your right of access - You have the right to ask Us for copies of Your personal information.

5.1.2 Your right to rectification - You have the right to ask Us to rectify information You think is inaccurate. You also have the right to ask Us to complete information You think is incomplete.

5.1.3 Your right to erasure - You have the right to ask Us to erase Your personal information in the following circumstances:

- We no longer need it
- We are processing data by consent and You withdraw that consent
- We no longer have a legitimate ground to process Your personal data
- We are processing your data unlawfully

5.1.4 Your right to restriction of processing - You have the right to ask Us to restrict the processing of Your information in certain circumstances.

5.1.5 Your right to object to processing - You have the right to object to the processing of Your personal data in certain circumstances.

5.2 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 [hello@lifemindedpsychology.com](mailto:hello@lifemindedpsychology.com) if You wish to make a request. Depending on the nature of the request, this may impact the quality of Services We can provide.

## 6 How To Complain

6.1 Please contact Us at [hello@lifemindedpsychology.com](mailto:hello@lifemindedpsychology.com) if You have any concerns or complaints about how we have used Your data.

6.2 You also have the right to lodge a complaint to the UK's ICO if You are unhappy with how We have used Your data. Go to <https://ico.org.uk/make-a-complaint/>

For more information about your Data Subject Rights, please refer to the ICO website: <https://ico.org.uk/for-the-public/>

## 7 Changes to Our Privacy Policy

7.1 We keep Our **Privacy Policy** under regular review. This version was last updated in March 2025. We occasionally modify Our **Privacy Policy** and any changes We may make to it in the future will be posted on this page and, where appropriate, notified to You by e-mail or other message.