

Sapphire Therapy customer privacy notice

This privacy notice tells you what to expect us to do with your personal information in line with GDPR.

Contact details

Telephone

07561060271

Email

sapphire.therapy@outlook.com

What information we collect, use, and why

We collect or use the following information to **provide services and comply with legal requirements**:

- Names and contact details
- Addresses
- Date of birth
- Health information (including dietary requirements, allergies and health conditions)
- Health and safety information
- Information relating to compliments or complaints

Lawful bases

Our lawful bases for collecting or using personal information to **provide services, the operation of customer accounts and guarantees and legal requirements** are:

- Consent
- Contract
- Legal obligation
- Name, address and email required to complete therapy sessions. Emergency contacts required in case of emergencies in sessions.
- Vital interests
- Public task

Where we get personal information from

- People directly
- Insurance companies
- Schools, colleges, universities or other education organisations
- Councils and other public sector organisations

How long we keep information

Information on adults will be kept for 7 years after therapy finishes.
Information on children will be kept until they are 25 years of age.

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 data.

Your right to rectification - You have the right to ask us to rectify personal data 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 data in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

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

Your right to data portability - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>