

Privacy Policy

Keeping your personal data secure and safe is a priority of mine. I invite you to read my privacy policy below to understand how the General Data Protection Regulations (GDPR), my insurance policy and my professional body's code of ethics affect the way I handle your personal information.

I, Susan Egan, am both the Data Controller and the Data Protection Officer. My contact details are susan@sortitoutnow.co.uk, phone 07931979470.

I gather information about you from the details you provide either in person, on the phone, via email, messenger or via an online enquiry on my site.

There is no legal requirement for you to offer this information, but without it I will be unable to book you in or provide the service I offer. The collection of your personal information enables me to decide if I am able to offer you an appointment; to provide you with treatment and to contact you regarding your treatment..

The data I collect from you may include: your name and contact details; information about your symptoms / triggers; current and past relationships / experiences; your family background; and your medical history.

In line with these guidelines, you accept that when you contact me and / or provide me with information, you permit me to hold and use this information.

I keep the information you give me for seven years after your treatment (for adults), and for seven years after a minor reaches the age of majority (18), which is the length of time suggested by my professional body and required by my insurance company for client records.

Children: In collecting information from persons under the age of 16, consent must be provided by their parent or guardian in order for me to process their data lawfully.

Cookies:

This website uses cookies to better your user experience while visiting the website. It also collects cookies on behalf of the social media platforms (such as Facebook and Twitter). As required by the GDPR

data legislation, where applicable this website uses a cookie control system, allowing the user to give explicit permission or to deny the use of / saving of cookies on their computer / device. If you choose to share information from this site using a social media button, you do so at your own discretion and accept that doing so may publish content to your social media profile feed or page.

Cookies are simple text files that are saved on your computer, mobile or other device via your Web browser. They contain small amounts of information about your interactions and usage of the website. This allows the website, through its server, to provide you with a tailored experience within this website.

I would like to advise you that you can refuse the use and saving of cookies from this website on to your device's hard drive by taking the necessary steps within your web browser's security settings in order to block all cookies from this website and its external serving vendors or use the cookie control system if available upon your first visit.

Website Visitor Tracking Information

When you visit this website, a third party service called Google Analytics collects standard internet log information and details of visitor behaviour patterns. I do this to identify things such as the number of visitors to my site and which pages are looked at. This information is only processed in a way which does not reveal your identity. I do not allow Google to make any attempt to find out the identities of those visiting my website.

Sharing your information and confidentiality:

Client confidentiality means that I will not disclose information about you to a third party without your permission. This includes, not acknowledging I know you if we were to bump into each other outside of the sessions; not divulging information about you having treatment with a third party (such as if someone picks up the phone were I to call you); and ensuring your session notes are locked away in a filing cabinet. By giving me your phone number, you are permitting me to leave messages on your voicemail should I not be able to get hold of you, unless you state otherwise.

In line with the code of ethics set out by my professional body, I may share and discuss anonymous case studies for the purpose of continued professional development, supervision or training. Please note that anonymous means ensuring the removal of any personal details and information that might identify you.

I am duty bound to breach confidentiality if there is a legal requirement for me to do so, such as where the Children's Act applies

or a court order is issued, or if I have good reason to believe that significant harm to you or another person may arise should I not disclose that information.

You have rights over the information I hold about you. These are Portability – you can request that I share your information with someone else

Rectification – if you believe there are any inaccuracies in my records then you can ask me to change them

Erasure – in certain circumstances you may have the right to ask me to remove your details from my records verbally or in writing (this is sometimes called ‘the right to be forgotten’)

Fair profiling – you can ask that any processes I automate are done by a person instead of a computer. I don’t currently automate any information processing, although I do use online forms to collect information.

Right of access – you can have a copy of the information I hold at any time, by requesting it in writing. If you do this, it will be provided within 30 days and free of charge.

Restricting processing – in some circumstances you can request that I stop processing your information

Objection – you can object to the way I process information (e.g. if it is used to send you direct marketing and you don’t want to receive this) and can ask me to stop using it in the way

Information – you have the right to understand how I collect and process your information (hence this privacy notice)

You can learn more about these rights on <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

You can withdraw your permission for me to use your information at any time, although it may mean ceasing treatment.

You have a right to complain to the ICO if you have any problem with the way I store or use your data, or if you do not think your rights are being respected.