**My Privacy Policy**

**My Contact Details:**

Name: Cloie Parfitt

Phone Number: +447936118060

E-mail: [cloieparfitt@gmail.com](mailto:cloieparfitt@gmail.com)

Web: [www.cloieparfitttherapy.com](http://www.cloieparfitttherapy.com)

**The type of personal information I collect:**

I collect and process the following information for my own purposes:

* Personal identifiers, such as your name and contact details
* Your GP details
* Emergency contact details
* A brief medical history, including any relevant medications you’re taking on a regular basis
* Your relationship status
* Your employment status
* Your current country of residence
* Your current living situation

**How I collect this information and why I have it:**

All of the information I hold is provided by you on your pre-therapy registration form completed at the beginning of therapy. This information helps me to better understand you and your current situation. Your GP and emergency contact details are kept in case of an emergency, for example, if I am concerned about your safety. I will always try and have a conversation about this with you prior to contacting anyone on your behalf, however, this might not always be possible. I will never share any of the information you have submitted to me with anyone unless I am required to do so by law.

**How I store your personal information:**

Pre-therapy registration information and brief session notes are all kept within WriteUpp, a cloud-based practice management system. WriteUpp complies with the highest security standards and all data stored within WriteUpp is encrypted. More information can be found here: [https://help.writeupp.com](https://help.writeupp.com/en/article/how-do-you-handle-patient-confidentiality-data-security-o3x9k2/).

**Payments & Invoicing:**

All invoices are sent securely through WriteUpp. Payments are fully secure, and all card-present payments are encrypted from end to end. Invoices are sent weekly by email and payments can be easily made by selecting the blue “Pay Invoice” button on the bottom left of the invoice. Payment is due 1 week **before** your scheduled session or at the time of booking (if booked less than one week in advance).

**Your data protection rights**

Under data protection law, you have rights including:

* **Your right of access** - You have the right to request copies of your personal information, such as session notes or assessment form.
* **Your right to erasure** - You have the right to ask me to erase your personal information in certain circumstances.
* **Your right to data portability** - You have the right to ask that the personal information you have provided be transferred 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, I have one month to respond to your request. Please contact me directly at [cloieparfitt@gmail.com](mailto:cloieparfitt@gmail.com) if you wish to make a request.

**How to complain**

If you have any concerns about my use of your personal information, you can contact me in the first instance to make a complaint: [cloieparfitt@gmail.com](mailto:cloieparfitt@gmail.com).

You can also complain to the ICO if you are unhappy with how I 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>