

Privacy Policy

Description

Feeling Brighter Privacy Policy

Cookie Policy

Like most websites we use cookies to help the site work more efficiently:

Cookies are used on this site to enhance you experience, and allow the site to function correctly. If you wish to know more please click, [here \(Cookie Policy\)](#).

The type of personal information I collect

I currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Client's emergency contacts including next of kin and GP
- If you fill in a form on our website, that data will be temporarily stored on the web host before being sent to us.

How I get the personal information and why I have it

Most of the personal information I process is provided to me directly by you for one of the following reasons:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting me at the above email address
- (b) We have a contractual obligation.

We use the information that you have given us in order to

- Have accurate contact details if needed
- Sending out invoices and any other communication directly to you

How I store your personal information

Your information is securely stored.

I keep all your information for 7 years from the end of your therapeutic relationship. We will then dispose of your information by deleting it off the server.

I use an online secure data management package: [Tracking tool for evidence based outcomes \(pragmatictracker.com\)](#) that is secure and encrypted and GDPR compliant

Your data protection rights

Under data protection law, you have rights including:

Your right of access – You have the right to ask me for copies of your personal information.

Your right to rectification – You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask me to complete information you think is incomplete.

Your right to erasure – You have the right to ask me to erase your personal information in certain circumstances.

Your right to restriction of processing – You have the right to ask me to restrict the processing of your personal information in certain circumstances.

Your right to object to processing – You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability – You have the right to ask that I transfer the personal information you gave me 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, we have one month to respond to you.

Please contact us at Fiona.jamieson@feelingbrighter.co.uk if you wish to make a request.

Where we provide links to websites of other organisations, this privacy notice does not cover how that organisation processes personal information. We encourage you to read the privacy notices on the other websites you visit.

My contact details

ICO Reference number: ZB184608

Name: Fiona Jamieson

Address: 8 Lawrie Park Ave., Sydenham SE26 6HJ

Phone Number: 07980638688

E-mail: Fiona.jamieson@feelingbrighter.co.uk

Website: www.feelingbrighter.com

Date: 14 December 2022

How to complain

If you have any concerns about my use of your personal information, you can make a complaint to me at Fiona.jamieson@feelingbrighter.co.uk

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

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30 November 2022

Author

fionaj

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