



## **Privacy notice**

This statement confirms how I, Anna Lynch, use and protect any information that you give to me whilst we work together. I may need to change the policy e.g. to keep in line with current legislation. I will keep you informed of any changes.

For the purposes of Data Protection Act 1998 and General Data Protection Regulation 2016 Anna Lynch is the data controller.

### **Your data**

#### **Information I collect:**

I store your name, telephone number and email address and other personal information that you provide. I keep occasional session notes of therapy sessions and would keep notes of any legal issue arising during our work which I am required to record. I keep notes for 6 years after our work ends.

#### **How I store information:**

I will store your telephone number in my mobile phone and your email address in my email account address file. My phone and computer are password protected and cannot be accessed by any other person.

I will keep email and text messages only for as long as I need them in order to deal with the content and then I will delete them. I will keep your signed client contract in a locked filing cabinet and destroy it 6 years after our therapeutic relationship ends.

If you pay me by bank transfer, your account details will appear in my bank statement. I keep bank statements and accounts for 6 years after the tax return in which they are included.

If I need to keep any session notes, these will be kept on my computer and will be deleted when no longer needed in line with GDPR.

#### **How I use your personal information:**

I will use your contact details to arrange appointments and communicate with you in order to provide therapy. I will also include your name and contact details in a list which will be available to a colleague in the event of my untimely death or unanticipated, disabling illness so that my colleague may contact you.

I will not use your personal information for any purpose other than in this notice and my contract. If for any reason I was asked to provide a report of the sessions – e.g. at your request, then I would send it to you for approval before providing it to the person requesting it. Such a report would be stored with your client contract for 6 years after our therapeutic relationship ends.

**Your rights and Access to Information:**

You have the right to request any information that I hold about you. Unless prevented from doing so by legal reasons, I will provide this information to you within 30 working days. I am happy to discuss this in a session. You also have a right to ask me to change any information that I hold that is incorrect and to ask me to delete any information that I hold about you. I will do this except for any information I need to hold for legal purposes such as my business tax purposes.

**Complaints:**

If you wish to complain about how I hold your data, please contact me in the first instance. If you are not satisfied with my response, you should contact Information Commissioner's Office at <https://ico.org/concerns/handling/> or 0303 123 1113.

**Breaches:**

In the event of a data breach (e.g. theft of data) I will report this to the Information Commissioner and to yourself within 72 hours.

**Contact:**

If you have questions, concerns, complaints or a request for your information please contact me at [anna@outofchaos.co.uk](mailto:anna@outofchaos.co.uk)