

## **Data Protection Privacy Notice**

Your privacy is very important to Julie Terry-Jenner. Julie meets the high standard for data privacy in line with the General Data Protection Regulation (GDPR) which comes into effect on 25th May 2018.

Julie Terry-Jenner processes your personal data to manage your treatment in therapy and to contact you in accordance with local GDPR as applicable and as described in more detail below.

### Categories of personal data

The categories of data collected and processed include but are not limited to the following:

- Name and contact information including home address, GP details, email and telephone numbers.
- Date of birth or age.
- Information recorded at assessment to assess suitability for therapy

### How data is collected

Data will be collected in the following ways and all are subject to the same level of privacy:

- Data entered into the contact form on the Talk Helps website.
- Data collected via a telephone conversation.
- Data collected via email.
- Data collected during a face to face meeting.

### Purpose of Processing

Your personal data is processed for the purpose of therapy including:

- Identifying you as a client
- Maintaining an accurate treatment plan
- Communicating information to you about your therapy
- Communicating information about you to relevant parties (eg GP) if necessary.
- Transfer of monies in respect of fees paid electronically

Your data will not be shared with other companies for marketing purposes.

### Access to Data

If you wish to access your personal data that is processed by Julie Terry-Jenner please contact Julie in writing via letter or email at [julie.jenner@talkhelps.co.uk](mailto:julie.jenner@talkhelps.co.uk).

## Data Security

Julie Terry-Jenner maintains reasonable precautions to protect personal data from loss, misuse, unauthorised access, disclosure, alteration and destruction. Julie Terry-Jenner stores all paper records in a locked filing cabinet, to which only Julie has the key, and electronic records are stored and protected with a password.

Wix, who provide and host [www.talkhelps.co.uk](http://www.talkhelps.co.uk), has servers all over the world, including Europe and the US, as well as back up servers. They have confirmed they meet the relevant conditions of GDPR in relation to data transfer both in and outside the EU. You can read their privacy policy at <https://www.wix.com/about/privacy>. [www.talkhelps.co.uk](http://www.talkhelps.co.uk) is secured by their SSL certificate.

## Data Retention

Julie Terry-Jenner will retain your personal data for a period not exceeding six years following the end of the therapeutic relationship.

## Rights to be forgotten

If you require your personal data to be deleted please contact Julie Terry-Jenner and all data will be deleted, except that which is required for legal reasons.

## Transfers, Disclosures

Julie Terry-Jenner will, on occasion, discuss your treatment with her supervisor/s who are bound by the same ethics, confidentiality and data protection regulation. Within this process your identity will remain confidential.

Julie Terry-Jenner will not transfer or disclose your personal data to others except in exceptional circumstances (such as risk to your life or the lives of others or when required by law) in which case your consent would be sought if at all possible.

## Promotional and Publicity Material

No personal data will be disclosed to others.

Anonymised testimonials may be used on the Talk Helps website, which is owned by Julie Terry-Jenner, with the author's permission.

Occasionally Julie may like to contact you regarding further relevant services being offered. If you agree to being contacted in this way, please indicate below your preferred method/s of communication:

Post  Email  Telephone  SMS

### Complaints procedure

In the event of a complaint, in the first instance you are encouraged to speak to Julie Terry-Jenner directly. If that does not prove satisfactory you can contact The Information Commissioner's Office on 0303 123 1113 or via their website, [ico.org.uk](http://ico.org.uk).

### Agreement to process Personal Data

By continuing to use [www.talkhelps.co.uk](http://www.talkhelps.co.uk) website you are agreeing to the policies set out in this document.