

Privacy Policy

Due to the nature of the services provided by Laura Rowe, it is necessary for certain items of your personal information to be collected. This notice explains what information is collected for what purposes and details your rights.

Contact Details

Name: Laura Rowe
Email: laura@laurarowe.co.uk

The types of personal information collected

The following information is currently collected and processed:

- Name
- Address
- Email Address
- Phone Number
- Background Information & Session Notes which may include Sensitive Data (Health Data)
- Emergency Contact Details

How the information is obtained and why it is held

Most of the information is provided directly by you either verbally or in writing (e.g. via email or via the website). It is held in order to enter into and deliver a contract with you for services.

It may also be used to provide information and marketing by Laura Rowe. Your details will not be shared with third parties for marketing purposes.

For the purposes of ensuring Laura Rowe's personal safety the location and timings of her meetings may be shared with a trusted adult.

Under the General Data Protection Regulation (GDPR) the lawful bases relied on for processing this information are:

- Your consent. (Explicit consent in the case of Sensitive Data). You are able to remove your consent at any time. To do this email laura@laurarowe.co.uk
- Performance of a contract with you
- A vital interest (emergency contact details)

How your personal information is stored

Any electronic records are held on a local laptop hard drive with password protection, accessible by Laura Rowe. They may also be stored on a secure cloud-based platform to ensure access for business continuity. Any hard copy information is securely stored in a locked filing cabinet.

Session notes may be held about Laura Rowe's person during day-to-day work in order to enable service provision.

Your contact details (name, address, email address, phone number), background information, session notes and emergency contact details are kept for at least 7 years after service ceases. In the case of services having been provided to minors, records will be kept for at least 7 years after they reach the age of majority (18). Records will be destroyed under confidential conditions using a destruction service that meets industry standards for document management and can provide certification.

Disclosure of personal data

Some of your personal or sensitive data may have to be shared with service providers who provide IT and system administration support, including software providers for accounting, marketing, and practice management solutions.

International transfers

Some of Laura Rowe's third-party providers (e.g. website, email or marketing software) may be businesses based outside the United Kingdom and EEA so their processing of your personal data may involve a transfer of data outside the United Kingdom and EEA.

Your data protection rights

Under data protection law, you have rights including:

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

Your right to rectification - You have the right to ask for personal information you think is inaccurate to be rectified. You also have the right to ask for information you think is incomplete to be completed.

Your right to erasure - You have the right to ask for your personal information to be erased in certain circumstances.

Your right to restriction of processing - You have the right to ask that the processing of your personal information is restricted 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 - (not applicable to emergency contact details) - You have the right to ask that we transfer the personal information you provided 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, Laura Rowe has one month to respond to you.

Please contact Laura Rowe at laura@laurarowe.co.uk if you wish to make a request.

How to complain

If you have any concerns about the use of your personal information, you can make a complaint by emailing Laura Rowe at laura@laurarowe.co.uk

You can also complain to the ICO if you are unhappy with how Laura Rowe has 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>