



Client Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

Contact details

Telephone

07708753737

Email

emilie@thecalmplace.co.uk

What information we collect, use, and why

We collect or use the following information to **provide services:**

- Names and contact details
- Addresses
- Date of birth
- Purchase or account history
- Health information (including mental health information and medication)
- Website user information (including user journeys and cookie tracking)
- Records of meetings and decisions
- Information relating to compliments or complaints

We also collect or use the following information to **provide services**:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Health information
- Sex life information
- Sexual orientation information

We collect or use the following information for **the operation of customer accounts and guarantees**:

- Names and contact details
- Addresses
- Account information, including registration details

We collect or use the following information for **service updates or marketing purposes**:

- Names and contact details
- Addresses
- Marketing preferences
- Location data
- Website and app user journey information
- Records of consent, where appropriate

We collect or use the following information to **comply with legal requirements**:

- Name
- Contact information

Lawful bases

Our lawful bases for collecting or using personal information to **provide services** are:

- Consent
- Contract
- Legal obligation
- Legitimate interest:
 - To ensure your safety and quality of the service offered, The Calm Place obtains your consent to retain certain information about you. This is so we can enter into a legal contract to provide you with a counselling service. This includes your name, address, contact details, relevant health information and counselling notes. All information is stored securely and is confidential however this information may be shared in specific circumstances. These include an emergency, if you or someone else is at risk of harm, if you disclose criminal activity, terrorist activity or let us know a child or vulnerable adult is at risk, if it is requested by a legal body, or if you request we share this information with another organisation such as your GP. Counselling notes are kept to help your counsellor recall session content. You can request to see these notes at any time. We do not send unsolicited emails and will not sell your data to a third party.
- Vital interests

Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

- Consent
- Legitimate interest:
 - If you create a user account via the Calm Place website, all information you add will be stored on a secure server. This enables you to book, cancel or rearrange sessions more easily. It also allows you to track your counselling journey. It allows us to plan for your sessions, know when to expect you

or to cancel them if we need to unexpectedly. It also means The Calm Place can function as paper-free as possible as your information is stored digitally on a secure server.

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent
- Legitimate interest:
 - If you have created a user account on our website, we may contact you to let you know if there are any changes to the site. This is so using the website remains straightforward for you and keeps you aware of any site maintenance. We may also email you to let you know of any new services we decide to offer. We will only do this if you give us your consent.

Our lawful bases for collecting or using personal information for **legal requirements** are:

- Consent

Where we get personal information from

- People directly

How long we keep information

- We will keep your information for 3 months after you finish using our counselling service unless you tell us otherwise. It will then be deleted or destroyed.

Who we share information with

Others we share personal information with

- Organisations we need to share information with for safeguarding reasons

- Organisations we're legally obliged to share personal information with
- Emergency services (where necessary)

Your data protection rights

Under data protection law, you have rights including:

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

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

Your right to erasure - You have the right to ask us to erase your personal data in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

Your right to withdraw consent - When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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