PRIVACY NOTICE

Business name: Alena Quartermaine

Date of Notice: July '26

Contact details:

Name: Alena Quartermaine

Email: alenaquartermaine@gmail.com

Mobile: 0789 866 0905

Type of personal information collected:

Contact details: name, home address, date of birth, email address, phone number

Emergency contact details

GP contact details

Case notes and records – anonymised

Psychometric measures that are taken during a therapy session - anonymised

Correspondence with you and any external agencies involved

How personal information is collected and why we have it:

Most of the information collected is provided by you in order to carry out the contract of service between us.

Examples of the use made of this information are:

- To enter into and carry out a contract of service between us
- For the planning and preparation of future sessions
- For reflection on previous sessions
- For governance and professional standards requirements
- For professional insurance purposes

I may also receive personal information indirectly in the following circumstances:

- Where you have given me permission to speak to other support agency/agencies in your care
- In the event of needing to ensure your or others' safety where this involves speaking to other professionals involved in your care who make contact about such safety concerns should they have identified that you or others are at risk

Sharing of your personal information:

I do not share this information with any other organisation or individual, other than those detailed in the 'Client Agreement' which forms the basis for the contract between us.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- entering into and performing a contract
- legal duty
- legitimate interest

How I store your personal information:

Your information is securely stored.

In accordance with professional and insurance requirements I will retain a record of your personal information (including case records) for a period of 7 years from the point at which the contract between us ends. At the end of that period, any information we have processed will be securely destroyed. At any stage during that period of time, or during the contract, you can request access to the information that I hold in relation to you.

How to complain about data processing

If you have any concerns about the use of your personal information, please contact me in the first instance at alenaquartermaine@gmail.com

I will send you a written acknowledgement within 30 days, make every effort to resolve the matter within three months and inform you of the outcome. As required by the law, I will keep a record of your complaint for six years.

You can also complain to the ICO if you are unhappy with how I have used your data or if you are not happy with how I have attempted to resolve your complaint. Contact them at:

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

Helpline number: 0303 123 1113
ICO website: https://www.ico.org.uk