

## **PRIVACY NOTICE**

This privacy notice outlines what you can expect from us when you give us any personal details or when you visit our website.

We are committed to ensuring that your privacy and your personal information are protected. This privacy notice provides details on when and why we collect your personal information and how we use it.

## **WEBSITE**

### **Website Cookies**

We use cookies on the website to track usage and preferences. A cookie is a small file that asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

### **Google Analytics**

When anyone visits our website we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of our web site. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. Further information about Google's privacy policy may be obtained from <http://www.google.com/privacy.html>.

### **Newsletter**

We require you to explicitly ask to be put onto our mailing list using the sign up box on the home page of the website. This asks for your name and email address. We use this information to send out a newsletter which we use to inform you of upcoming training events, courses and workshops, and information on the latest blogs, videos and podcasts. We use a third-party provider, MailChimp, to deliver the newsletter. Mailchimp is used to gather statistics around email opening and clicks through to our website. This data helps us to monitor and improve the newsletter. For more information, please see MailChimp's privacy notice: <https://mailchimp.com/legal/privacy/>

You can unsubscribe from the newsletter at any time by clicking the 'unsubscribe' link which is always included at the bottom of all emails.

### **Shopping Cart**

We use the Commerce function of SquareSpace to facilitate the sale and distribution of our products. Our website uses PayPal and Stripe to accept payments. Further information about PayPal's privacy policy can be obtained here:

<https://www.paypal.com/uk/webapps/mpp/ua/privacy-full>

Further information about Stripe's privacy policy can be obtained here:

<https://stripe.com/gb/privacy>

## **CLIENTS WHO ENGAGE WITH OUR SERVICES IN PERSON**

### **What information is being collected?**

If you visit our practice in person for an initial assessment you will be asked for the following personal information: name; address; date of birth; contact number; email; name and number of an emergency contact; cultural background; relationship status; family details; occupation; GP's name, address and phone number; details on your medical and psychiatric history; information on significant life experiences; your presenting issues and expectations of therapy. This information is recorded on a paper form and locked away in a secure cabinet.

If you engage with our services, details of each session you attend are also recorded in paper format. In these case notes you will only be identified by your first name. These notes are never kept with the personal information that was collected during the initial assessment. You can access this information at any time. Please make requests to [info@harinderghatora.co.uk](mailto:info@harinderghatora.co.uk). All notes are kept out of view and locked away every evening.

### **Why is this information being collected and how will it be used?**

This data is collected to derive a detailed formulation of your presenting problems, your history and to develop an individualised treatment plan. The sessional case notes serve as an aide memoire and are used to assess and track progress over time. Your contact details are used to communicate appointment information and other relevant information whilst you are engaged with our services.

### **Access to your Personal Information**

You are entitled to view, amend, or delete the personal information that we hold on you unless we are required by law to keep your details for a specific length of time. Please email any requests to [info@harinderghatora.co.uk](mailto:info@harinderghatora.co.uk)

### **Who will it be shared with?**

Your personal data is never shared with anyone. We do not sell, rent or transfer your information to any third parties. The only exceptions to this are a) if we are required to do so by a court of law or, b) if you disclose any information that relates to involvement with terrorism and money laundering related to drug trafficking or other serious crime. In these incidents it is compulsory for therapists in private practice to inform the relevant authorities.

### **Security**

We take your privacy and your personal information very seriously. Appropriate technical and organisational measures are taken to guard against any unauthorised access or unlawful disclosure and processing of your personal data.

This notice was updated in January 2021.