

## **Connan Limited customer privacy notice**

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

- Contact details
- What information we collect, use, and why
- Lawful bases and data protection rights
- Where we get personal information from
- How long we keep information
- Who we share information with
- How to complain

### **Contact details**

Post: Tree Tops, Back Lane, Meriden, COVENTRY, CV7 7LD

Telephone: 07976 669089

Email: [cathy@cathyconnan.com](mailto:cathy@cathyconnan.com)

### **What information we collect, use, and why**

We collect or use the following information to provide client care, supervision, training and related services:

- Name, address and contact details
- Gender
- Pronoun preferences
- Date of birth
- Emergency contact details
- Health information (including medical conditions, allergies, medical requirements and medical history)
- Information about care needs (including disabilities, home conditions, medication and dietary requirements and general care provisions)
- Insurance policy details
- Records of meetings and decisions
- Call recordings

We collect or use the following personal information for information updates, marketing or market research purposes:

- Names and contact details
- Addresses
- Records of consent, where appropriate

### **Lawful bases and data protection rights**

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- Your right of access - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for.
- Your right to rectification - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.
- Your right to erasure - You have the right to ask us to delete your personal information.
- Your right to restriction of processing - You have the right to ask us to limit how we can use your personal information.
- Your right to object to processing - You have the right to object to the processing of your personal data.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you.
- Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent at any time.

If you make a request, we must respond to you without undue delay and in any event within one month. To make a data protection rights request, please contact us using the contact details at the top of this privacy notice

### **Our lawful bases for the collection and use of your data**

Our lawful bases for collecting or using personal information to provide client care, supervision, training and related services are:

- Consent - we have permission from you after we gave you all the relevant information. All your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we collect or use the information so we can enter or carry out a contract with you. All your data protection rights may apply except the right to object.
- Legitimate interests - we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All your data protection rights may apply, except the right to portability. Our legitimate interests: provide psychotherapy, supervision and training.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information for information updates, marketing or market research purposes are:

- Consent - we have permission from you after we gave you all the relevant information. All your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

- Contract – we collect or use the information so we can enter into or carry out a contract with you. All your data protection rights may apply except the right to object.

### **Where we get personal information from**

- Directly from you
- Family members or carers
- Other health and care providers
- Publicly available sources
- From others in the profession who occasionally refer clients

### **How long we keep information**

Information is kept for three years following the last contact.

For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

### **Who we share information with**

Others we share personal information with

- Other health providers (eg GPs and consultants)
- Insurance companies, brokers and other intermediaries
- Charities and voluntary organisations
- Organisations we need to share information with for safeguarding reasons
- Other relevant third parties:
  - Information is shared with psychotherapy training institutes, where relevant.

### **Duty of confidentiality**

We are subject to a common law duty of confidentiality. However, there are circumstances where we will share relevant health and care information. These are where:

- You've provided us with your consent (we have taken it as implied to provide you with care, or you have given it explicitly for other uses);
- We have a legal requirement (including court orders) to collect, share or use the data;
- On a case-by-case basis, the public interest to collect, share and use the data overrides the public interest served by protecting the duty of confidentiality (for example sharing information with the police to support the detection or prevention of serious crime)

### **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>