



Privacy Policy

We are committed to protecting your privacy and maintaining the security of any personal information you provide us with. This statement outlines how we ensure this and how we comply with legislation on data protection.

This Privacy Policy will explain any areas of our website which may affect your privacy and personal details, how they are processed, collected, managed, and stored, and how your rights under the new GDPR (General Data Protection Regulations) are protected.

1: INFORMATION WE COLLECT

We may collect personal information from you in order to fulfil your service requests. This includes email addresses, personal name, postal address, contact numbers and any information you provide us during your consultation and treatment sessions. Any personal information used is for the operation and fulfilment of a service requested by you.

Under the Data Protection Act 1998 and the General Data Protection Regulations 2018, you have the right to review any personal information provided to us at any time. This includes reviewing for correctness, requesting correction of errors, that information cannot be used to contact you, that information be deleted from our records, and to opt-out of communication.

It is important to understand that if you opt out of marketing or communication from us, we will keep your details securely stored for the required number of years stated by the law and our governing bodies. We will hold your personal information including notes made by therapists for all individual treatments for 10years.

We hold your records for 10 years as our insurance stipulates that client records should be retained for a minimum of 10 years - this is longer for children's notes.

During the 10 years your personal information will be securely stored and following the end of the 10 years all information will be shredded, deleted, and destroyed in a secure manner.

We do not sell, rent, or share customer details with any third party for commercial reasons.

Our Appointment system does store your credit card details when you book online – these are not shared and are used in the case of last-minute cancellation or missed appointment fee – please see our cancellation policy document for more information.

2: HOW WILL YOUR INFORMATION BE USED?

Your personal information will be used in the following ways:

Stored on a secure booking appointment system to allow us to book your appointments and to send you confirmation emails 24 hours before your appointment. This appointment system can only be accessed by therapists at Barn Mews Well-Being Clinic.

We may text or email you to cancel or reschedule your appointments.

One of the many benefits to being part of Barn Mews Well-being Clinic Marketing is that we can send you information, newsletters with advice, education, updates and any offers we are running via our marketing tool. You can always choose to opt out of this service by clicking on unsubscribe at the bottom of all our emails or by sending an email to barnmewswellbeingclinic@outlook.com.

3. WHO DO WE SHARE YOUR INFORMATION WITH?

We may share your information within Barn Mews Well-Being Clinic, for example, you may see different therapists when you visit Barn Mews Clinic so your records may be shared between therapists.

Any law enforcement agency, court, regulator, government authority or other third party where we believe this is necessary to comply with legal or regulatory obligation, or otherwise to protect our rights or the rights of any third party.

Insurance Companies/Medical Cover: If invoices for treatment are requested, we may provide personal information on invoices, however these will always be sent directly to you the client - we do not send anything directly to the insurance companies. If your notes are requested by an insurance company, you will always be contacted by us to gain your permission before anything is shared.

We promise we will never share your details with anyone else unless requested to by yourself the client.

3: KEEPING YOUR INFORMATION SECURE

Our servers are protected using HTTPS and SSL technology. Any data provided by you to us will be as secure as it can be. We are fully aware of our responsibilities regarding data under the Data Protection Act 1998 and the General Data Protection Regulation 2018.

If we ask an external organisation to provide a service for us, we will always ensure that they have appropriate security measures in place.

All of your personal details including therapists' notes will be kept securely stored and will only be accessed by therapists at Barn Mews Clinic.

4: COOKIES

This website may use cookies to better the overall experience of our users. In accordance with legislation and where necessary, this website ensures the user can accept and disable the use of cookies.

4.1: WHAT ARE COOKIES

Cookies are pieces of information which are sent from a website to your hard drive while you are viewing a site. These may be used by companies to provide a more personalised experience, for statistical purposes, or for advertisements. The use of cookies is standard practice across the internet and is undertaken by several websites.

Cookies could be either 'persistent' or 'session' cookies. A persistent cookie will be stored by a browser and remain valid until its set expiration date and can be deleted by the user prior to expiry. A session cookie expires at the end of the user session on a website once the browser has been closed.

As there are links to external sites, users are advised to be aware of the possible use of cookies. Where applicable and in accordance with legislation, these sites should use a cookie control system which allows the user to give explicit permission or deny the use of cookies.

4.2: WHAT WE USE COOKIES FOR

We may use cookies for several reasons including:

1. To provide a more interactive and personal user experience
2. For statistical purposes
3. To show adverts that you may be interested in and control the number of times you see them

It is important to note that disabling cookies may have a negative impact on how a site runs.

4.3: COOKIES USED BY SERVICE PROVIDERS

Third-party companies that are providing a service for us or our website may use cookies, and these may be stored on your computer when you visit our website.

Google Analytics is used to analyse the use of our website. Information is gathered about website use via cookies and any information gathered is used to create reports about the use of our website.

4.4: COOKIE DISABLING

If you would like to disable the use of cookies when you visit a website, you can do this from your internet browser. Once you click on an external link, this Privacy Policy no longer applies.

5: EXTERNAL WEB LINKS

This website contains links to external websites. We are not responsible for the privacy practices or the content on these sites. Our users are encouraged to be aware that when they leave this website, they should read the privacy policy and spam policies of each website that collects personal data. This Privacy Policy applies only to the information collected by us.

6: SPAM POLICY

We are strongly against spam. We only contact our customers when they have requested to receive communication or there is a need to update you on information about services you have requested from us.

8. QUESTIONS & CONTACTING US

If you would like to alter or delete any personal information that we hold about you or simply have a question or would like to request more information about our privacy policy, please do not hesitate to get in touch.

Writing to us: Barn Mews Clinic, Dunton Road, Laindon SS15 4DB

Email Us: barnmewswellbeing@outlook.com

Phone Us: 07540478647

9: OTHER PRIVACY NOTICES

We retain personal information for the period necessary to fulfil the services requested unless a longer retention period is permitted or required by law.

If you have any questions about our Privacy Policy, do not hesitate to contact us.

We may revise our Privacy Policy from time to time. Any changes that occur will be posted on the Privacy Policy page of our website.

This latest revision comes as a result of our ongoing efforts to be transparent and to comply fully with new data protection regulations.

All changes will be effective immediately.

By continuing as a client with us you are bound to the revised Privacy Policy.

This Privacy Policy was last revised in July 2022



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www.barnmewswellbeingclinic.co.uk

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