

## **Our contact details**

Hannah Byrne Sapling CBT

07969593184 [www.saplingcbt.co.uk](http://www.saplingcbt.co.uk)

[hannahegan2010@yahoo.co.uk](mailto:hannahegan2010@yahoo.co.uk)

## **The type of personal information we collect**

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Summary of difficulties

## **How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To provide you with a therapeutic support service

We also receive personal information indirectly, from the following sources in the following scenarios:

- Another professional supporting you/ your child who wants to access a therapeutic support service

We use the information that you have given us in order to:

- Contact you and/or the refer to discuss the service we may be able to offer you

We may share this information with other professionals involved with your family.

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

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting [hannahegan2010@yahoo.co.uk](mailto:hannahegan2010@yahoo.co.uk)

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest

## **How we store your personal information**

Your information is securely stored electronically. Paperwork is to a minimum kept in a locked vehicle

We keep your personal information for time period specified in our insurance document. We will then dispose your information by shredding paperwork and deleting files from electronic systems

## **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 information.

**Your right to rectification** - You have the right to ask us to rectify personal information 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 information in certain circumstances.

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

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

**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, in certain circumstances. You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [hannahegan2010@yahoo.co.uk](mailto:hannahegan2010@yahoo.co.uk) to make a request.

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us. You can also complain to the ICO if you are unhappy with how we have used your data.

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

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