



## Privacy Notice

Monique Stojakovic, owner of Protea Therapies (MS.PT) is committed to complying with the terms of the General Data Protection Regulation made on 27 April 2016, and to the responsible and secure use of your personal data.

MS.PT has a legitimate interest in processing personal data in order to provide counselling services. The purpose of this statement is to let you know what personal information MS.PT collects and holds, the reason for collecting this data, how long it is kept and your rights over your personal data.

### 1. Information about you:

Personal information is collected from you when you enquire about counselling in order to set up an initial consultation and during therapy. This information includes contact details, your availability and other relevant personal information such as emails, phone records, financial transactions, text messages and case notes. Once a client finishes therapy, all data regarding their therapy is stored securely for 7 years and then destroyed.

### 2. Use of this information:

Your personal information will be used only to provide you with our services and to give you information relating to our services. MS.PT will not share your personal details with any other person or organisation without your knowledge and permission, unless there is a legal requirement, if there is a child or adult safeguarding issue, or a perceived risk of harm. A breach of confidentiality is when a person shares information with another in circumstances where it is reasonable to expect that the information will be kept confidential.



### 3. Security

MS.PT will take all reasonable precautions to prevent the loss, misuse or alteration of information you provide. Communications in connection with this service may be sent by e-mail or text. For ease of use and compatibility, communications will not be sent in an encrypted form unless you require it and give us permission to communicate with you in that way. E-mail, unless encrypted, is not a fully secure means of communication. Whilst MS.PT endeavours to keep their systems and communications protected against viruses and other harmful effects, we cannot bear responsibility for all communications being virus-free.

### 4. Online and telephone sessions.

MS.PT will agree with you which is the most appropriate online electronic/telephone means of communication having regard to confidentiality, online security and your individual circumstances. If the connection is broken MS.PT will contact you by telephone.

### 5. Your rights over your personal data

If you would like to see the information we hold about you, or would like to correct, update or delete any records, or have any concerns about the use of your data please email [monique@proteatherapies.co.uk](mailto:monique@proteatherapies.co.uk). MS.PT will do its utmost to resolve any concerns you have, but if these are not resolved to your satisfaction, you may choose to contact the ICO (Information commissioners office): [ico.org.uk](http://ico.org.uk).