

## Privacy Policy

### How I, Clare Hudman, will use your Personal Information

This notice is to let you know how I look after your personal information. This includes the information you give me and the information I record of my contact(s) with you and also the permissions you give me about what newsletters and support information you want me to send you.

I am committed to protecting your privacy. I will only use the information that I collect about you lawfully (in accordance with General Data Protection Regulations 25/5/18).

#### I will:

- Keep your data safe and private
- Not sell your data
- Hold your data securely in accordance with the law.

### The Law regarding Personal Information

In addition to my privacy policy you are protected by law. The law allows me to use your personal information only if I have a justifiable reason to do so. The law says I must have one or more of these reasons:

- Legal duty
- Legitimate interest
- You consent to it

### List of the ways I may use your Personal Information

What I use information for	Our reasons	Legitimate interests
Newsletters or email list	To provide tools and tips to help you to make changes. To provide further information about developments within our services and associated courses	To offer ongoing support
Deliver service to you	Ensure that I deliver training and coaching in an appropriate manner recognising your individual needs and requirements	Meet your best interest and support
Assessment	To ensure what training or support is appropriate for you at this time	Meet your best interest and support

Clinical notes	To keep an updated record of my work with you	To continue to support you appropriately To show I treated you fairly  To maintain records as required by law with regard to my intervention with you  To respond to any questions or complaints
Supervision	Ensure quality of service	Meet your best interest and support
Marketing	To keep you informed of courses and forthcoming events and materials	To continue to support you

### Type of Personal Information

Contact	Where you live and how to contact you
Age	To ensure appropriate consent
Medical history	To understand your needs
Consents	To ensure I am sending you information that you have asked for

You provide data when you:

- Make an enquiry
- Apply to one of my courses
- Attend one of my courses or sessions
- Sign up to my newsletters or email updates
- Interact with me on social media
- Agree to take part in research
- Provide me with services

If you choose not to give me personal information I would be unable to enter into a working relationship with you.

### Sharing your Data

I do not share your information with third parties unless you have given your permission to do so or there is a legal requirement to do so such as protection of yourself or others if I feel there is a risk, or I receive a legal request for your records.

I share your information only with those you have given me permission to contact, for example Head Office or your doctor (unless required to by law for the purpose of safeguarding yourself or others).

As a member of the GetChange team of practitioners I may share appropriate information with members of my team in order to allow us to support you better. This information will always be held confidential between the members of the team (4 practitioners including myself). Whenever possible I will inform you in advance where we are sharing information. This may include holiday cover and supervision.

For Lightning Process clients, I may on occasion need to share personal information with Lightning Process Head Office. This will be in the form of a locked document. It will include the information that you have agreed that I send to Head Office so that they can send you a post-Lightning Process newsletter, information about research, or to enable them to support you better.

I will only send you information that you have agreed to receive. You may remove yourself from any mailing list, newsletter circulation or email from me at any point you choose.

### **Storing your Data**

All data will be stored securely and in line with legal requirements.

I will store your clinical information for a maximum of 7 years after my last contact with you. This is required by my practitioner insurance. Enquiries and applications that you make and then do not choose to follow up on will be stored for 12 months or to the nearest annual audit in January of each year. You may request these to be destroyed ahead of this timescale. Clients may give consent under the Data Protection Act from the age of 13. I will keep data for seven years after the age of 18 if clients are under 18 when they require an intervention. I will not keep data beyond one year for clients who are under 18 when they contact us but do not require an intervention.

I will store your clinical information for a maximum of 7 years after my last contact with you. Enquiries and applications that you make and then do not choose to follow up on will be stored for 12 months. You may request these to be destroyed ahead of this timescale.

### **Newsletters**

I can only use your personal information to send you newsletters or information for your ongoing support (for example notice of an event or course coming up) if I have your consent.

The personal information I have for you is made up of what you tell me and data I collect when you use my services.

In compliance with UK Spam Laws and the Privacy and Electronic Communications Regulations 2003 subscribers are given the opportunity to unsubscribe at any time. This process is detailed at the footer of each email. If you wish me to delete all email contact with you then please let me know. I can only use your personal information to send you newsletters if I have your consent.

### **External Links**

Although I am looking to include quality, safe and relevant external links, users are advised to adopt a policy of caution before clicking any external web links mentioned in my newsletter and my website. (External links are clickable text/banner/image links to other websites).

I cannot guarantee or verify the contents of any externally linked website despite my best efforts. Users should therefore note they click on external links at their own risk and this website and myself cannot be held liable for any damages or implications caused by visiting any external links mentioned.

## **Your Rights**

If you wish me to delete, remove or stop using your personal information I will do so on request as long as there is no legal or justifiable need for me to keep it. This is known as the 'right to object' or 'right to erasure' or the 'right to be forgotten'.

You may withdraw your consent at any time. If you withdraw your consent I will be unable to provide services to you. Please contact me if you wish to withdraw your consent. You should understand that when exercising your rights, other legislation and requirements may take precedence over any request you make (for example my insurers insist I keep all clinical records for at least 7 years). In addition, where necessary I may be required by law to grant access to your data for law enforcement, legal and/or health related matters.

## **How to get a copy of your Personal Information**

Please write to me at: 10 Springhill Uplands Stroud Glos., GL5 1TN requesting a copy of your personal information. I will provide the information to you within 28 days.

If you believe the information held by me, about you, is wrong or incomplete please contact me. I will take reasonable steps to check its accuracy and correct it.