

# The Mind Mob

## Privacy Policy

General Data Protection Regulations 2018 (GDPR) has come into force to ensure your personal, sensitive, and confidential data is kept private and securely and processed in a way that you have agreed to. It is there to protect your rights as a consumer of a service or product that might involve your identifiable data.

Information governance sets out the way in which information collected by an organisation is managed and ensures that any information collected - Is the right information, in the right place, at the right time, with the right people for the right reasons.

### Use of information

To provide our services requires some information to be collected from you – the legal term for this is called legitimate interest. Broadly speaking Legitimate Interests means we can process your personal information if: We have a genuine and legitimate reason. and we are not harming any of your rights and interests. We hold your information only as long as necessary for each reason that we use it

For example, to provide our service we require basic information including name, address, contact details, GP details. This information is collected from you at the start of our therapy. *Our informed consent counselling and confidentiality agreement provides more detailed information on the notes we process and confidentiality.* This is the document that is signed prior to starting therapy.

This information is required to be able to deliver our services, for example scheduling appointments, delivering therapy, processing payments, using contact forms via the website.

We do not share your information with any other organisations or individuals unless when obliged to by law, for purposes of national security, taxation and criminal investigations or safeguarding.

### Securing the data we hold

To keep our information secure we have the following processes in place: -

- Hardcopy documents: Stored in a locked file in a secure room
- Text Messages: Phones are secured with a pin number
- Emails: Username and password on all accounts. A secure encrypted account is used for email therapy to ensure complete confidentiality.
- Email Attachments. All attachments containing any personal information are password protected and the password sent to you via a different format
- Electronic documents: All documents, including session notes are password protected and stored on a password protected computer and stored in password protected cloud storage.

Data breaches -In case of a data breach will comply with the regulations set out by the Information commissioner office.

## Website Cookies

This website uses cookies. A cookie is a small file of letters and numbers that is stored on your browser or the hard drive of your computer if you agree. The cookies that are active on this website are those that are required for the operation and improvement of this website. We do not store any cookie information for personal or direct marketing use.

By going to the “Help” section of the menu of your browser you should be able to configure your browser preferences to accept all cookies, reject all cookies, or notify you when a cookie is set. If you reject the use of cookies, please note that the efficient operation of this site may be affected.

Other websites linked from this site may take a different approach to the use of cookies and you should check what that approach is with those who operate those sites.

## Links to other websites and resources

Our website contains links to other websites and resources of interest. Once you have used these links to leave our site, you should be aware that we do not have any control over these other websites and are not responsible for the privacy of any information which you provide whilst visiting these sites.

## More information about your rights

This document will be updated to reflect changes in the law or any changes in the business and services we offer.

For The Mind Mob – Carol McCloskey is responsible for data protection (hello@themindmob.co.uk) Carol has undertaken GDPR training provided by the Clinical Hypnotherapy School.

ICO Registration number: **Z9181195**

If you would like to know more about your rights under the data protection law, you can find out more at the Information Commissioners Office website. <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/>

You also have the right to raise concerns with the Information Commissioner's Office on 0303 123 1113 or at <https://ico.org.uk/concerns>