Child & Adolescent therapy Services - CATS Privacy Policy

**Our contact details**

Name: Child & Adolescent Therapy Services

Address: 18 Wakehurst Close, Norwich, NR4 6JL.

Phone Number: 07425 083720

E-mail: childadolescenttherapyservices@gmail.com

**The type of personal information we collect**

We currently collect and process the following information:

* Personal identifiers, contacts and characteristics
* Email Addresses
* Home Address
* Telephone contact numbers
* Name
* Health care information (physical and mental health)
* Relationships and family members

**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 share information with us on you and/or your children/s healthcare needs.

**[If applicable]** We also receive personal information indirectly, from the following sources in the following scenarios:

* From the Wix website: childadolescenttherapyservices.com and email address: childadolescenttherapyservices@gmail.com. And when you contact the business telephone number identified on the website.

When you complete forms for submission via the website and when you email the service directly or call the service directly.

We use the information that you have given us in order to Determine your and/or your children’s healthcare needs and assist you in accessing mental healthcare services from us.

We may share this information with Norfolk Constabulary, Primary Health Care NHS services and Norfolk County Council Childrens and Adult Services where any risks identified require us to do so.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are: **[delete as appropriate]**

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting childadolescenttherapyservices@gmail.com**

**(b) We have a contractual obligation.**

**(c) We have a legal obligation.**

**(d) We have a vital interest.**

**(e) We need it to perform a public task.**

**(f) We have a legitimate interest.**

**How we store your personal information**

Your information is securely stored.

We keep electronic records and paper records with information on healthcare for 5 years We will then dispose your information by shredding paper records and deleting electronic records. These electronic records are stored securely on a password protected business computer with no access available to others and in paper file records stored in a locked compartment of a filing system.

**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 childadolescenttherapyservices@gmail.com if you wish 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 at childadolescenttherapyservices@gmail.com

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>