

GDPR Privacy Policy:

Anagram Therapies

References to 'we', 'us' or 'Anagram Therapies' are to the business formally known as "Graham Dyster trading as Anagram Therapies".

About this privacy policy

We are a therapy business committed to promoting the highest professional standards of our profession, and we understand the importance of maintaining your privacy and keeping your personal information (personal data) secure.

We are the data controller of any personal information you provide to us. This privacy policy describes what personal information we may collect from you, why we use your personal information and the ways in which we use it.

By providing your personal information to us, you acknowledge that we may use it in the ways set out in this privacy policy. We may provide you with further notices highlighting certain uses we wish to make of your personal information. We may also give you the ability to opt-in or opt-out of selected uses when we collect your personal information.

1. About whom do we collect personal information?

- Enquirers about our services
- Individuals who attend courses, seminars or other events that we organise from time to time.
- Clients who engage us for any of our therapy services.

2. When do we collect personal information?

We may collect your personal information if you:

- Enquire about our services;
- Book or attend an event, course or seminar organised or attended by us;
- Engage us for therapy services or attend as a client for therapy;
- Contact us with a query.

3. What personal information do we collect about you?

We may collect the following personal information:

- Name
- Home address
- Email address
- Telephone numbers (landlines and mobiles)
- As part of or in preparation for therapy sessions, we may note personal details such as:
 - (a) your date of birth, sexual orientation, marital status, employment, relationships, family dynamics, personal history, personal beliefs
 - (b) information relating to your personality and to the issues you are bringing to therapy

4. How do we collect your personal information?

We may collect your personal information:

- By telephone
- By email
- In writing
- Via any forms we might ask you to complete
- Verbally, from information offered during therapy sessions or events you attend

5. Purposes for which we process your personal information.

We use your personal information for a number of different purposes.

Under data protection laws, we must be able to rely on a legal ground to justify why we are using your personal information.

We use your personal information for our legitimate interests. This enables us to provide you with effective therapy services and to retain a confidential internal record of what has taken place in those sessions for future reference. It also provides information in the event of any queries you might raise or in the event of any complaint or dispute. Your contact details will be used should any problem arise with any

dates agreed for future sessions, or if we have any concerns for your safety or well-being, or if we want to make you aware of any information or resource we think is relevant to your needs.

We also need to track payments we receive and to prepare tax returns and accounts.

Where you book or reserve places for an event we are organising e.g. a seminar or course, the personal information that we collect about you may be used:

- to send you tickets and to confirm details;
- to make any necessary catering and other event-related arrangements;
- for any other purpose necessary to the running of the event.

Therapy Session Notes:

It is normal professional practice for the therapist concerned to keep notes of sessions with clients, recording information that has been given, the content of the session and any therapeutic interventions made. Notes are often incorporated to record the therapist's reflections on the session and on the client concerned, including any thoughts or ideas which might be appropriate for future sessions. These highly confidential notes are treated with the utmost care and are only accessed by Anagram Therapies' own therapists, Anne and Graham Dyster. They are a useful aid to maintaining continuity between sessions, particularly when there is a lengthy break between those sessions. They are also retained in case a previous client returns to us for further therapy. In addition, session notes amount to an invaluable casebook which can prove useful for the therapist to refer to in private to help when dealing with a different client with similar issues or comparable circumstances. Personal information is never released to any outside sources.

Session notes might be recorded electronically but, more normally, they are handwritten. As they are intended only for the eyes of the therapist concerned, they might include some "shorthand references" and, indeed, might not be easy for anyone but the writer to read.

Supervision and Discussion with Peers:

Please note that, in the interests of clients, their circumstances and related therapy is sometimes discussed with professional peers and / or with our therapy supervisor. This is considered professional good practice. Please note, however, that where this happens, the identity of the client / clients is deliberately withheld and the greatest care is taken to ensure that no information is revealed which would otherwise reveal the identity of any of the people concerned.

6. How we protect your personal information.

Whilst Anagram Therapies strives to protect your personal information, due to the nature of the internet we cannot guarantee the security of any information you transmit to us. With this in mind, any transmission is at your own risk and you should take every precaution to protect your personal information when you are online. We would explain that Anagram Therapies has no employees and only two therapists, Graham Dyster and his wife Anne. They live at the same address and nobody else lives there. Nobody else is given access to any of their confidential files.

7. For how long do we keep your personal information?

In order to provide our services, we create records that contain your personal information. These records can be held on a variety of media (physical or electronic) and formats.

Retention periods for records are based upon the type of record, the nature of the activity and the service that we are providing to you.

Records help us to manage any later queries and help continuity, especially where therapy sessions are resumed after a lengthy break.

Anagram Therapies will retain your personal information for a minimum of 10 years. However, we will respond to any request from you to delete details earlier. Please note, however, that there might be instances where information does need to be retained for legal

reasons. We will inform you if this is the case. (See also under 8. Below).

Retention periods may be changed periodically based on our requirements.

8. Your rights.

You are entitled to see a copy of the personal information we hold about you and to request details of how we use your personal information.

To exercise your rights, please contact us at:
info@anagramtherapies.com .

We take reasonable steps to ensure that the personal information we hold about you is accurate for its intended use, but you are entitled to ask us to update or amend any personal information that we hold about you. To request an update or amendment to your personal information, please contact us at info@anagramtherapies.com .

Under certain circumstances you may also have the right to require us to:

- delete any personal information;
- where processing is based on consent, to withdraw your consent so that we stop that particular processing;
- provide you with a copy of your personal information that you provided us with

If you contact us to exercise any of these rights we will confirm your right to do so and aim to respond within 30 days.

9. Complaints.

If you are dissatisfied with any aspect of the way in which we process your personal data please contact our Data Privacy Representative,

Graham Dyster. You also have the right to complain to the UK's data protection supervisory authority, the Information Commissioner's Office (ICO). The ICO may be contacted via its website which is <https://ico.org.uk/concerns/>, by live chat or by calling their helpline on 0303 123 1113.

How to contact us.

Please contact us if you have any questions about this privacy policy or the personal information we hold about you. You may contact our Data Privacy Representative, Graham Dyster, at Anagram Therapies by -

E-mail at info@anagramtherapies.com .

Telephone at 01621 893021

or by writing to Graham Dyster, Holly Cottage, 2 Goat Lodge Road, Great Totham, Maldon, Essex, CM9 8BT

Anagram Therapies is the business trading name of Graham Dyster. Graham and his wife Anne both currently serve as therapists for Anagram Therapies.

Friday 25th May, 2018