

Lilac Pearl Data Protection Policy

Personal data received from you once therapeutic relationship has commenced

Your name, address, date of birth, phone number(s) and email address are captured at our initial session. These are needed for the following reasons:-

- Address - to invoice you for any outstanding session payment
- Phone number - to contact you in event of needing to cancel or re-arrange an appointment
- Email address - to contact you in event of needing to cancel or re-arrange an appointment and to send you any session related materials. Your email address will also be used occasionally to notify you of new services and items that may be of interest.
- DOB - to use age-appropriate terms during therapy

Other details like medical conditions, treatments, occupation, religion, family members & your relationship with them, etc. are optional and are used to tailor therapy sessions to your specific needs. Therapy can be successful without these details, but it is advised that they are shared where possible. This data will be held in line with your name, address, date of birth, etc. above.

Storage of these details...

All details are held on paper file in a locked cabinet in accordance with data protection requirements. **Name, phone number** and **email address** are also held on Lilac Pearls email contacts system (Gmail) which is protected via password access. Emails between us are also kept in the email system. The computer that is used to access the email system is password protected and securely locked. Access is also via a smart phone which is encrypted with the devices inbuilt encryption software and password protected.

Where the Client information form has been completed online via JotForm a copy is stored on the JotForm server and emailed to Lilac Pearl. Once the email is received it is treated as an email from you. The storage on the JotForm service is subject to GDPR and a copy of Lilac Pearl's agreement with JotForm can be provided on request.

Where a booking has been made via 10to8 booking website you will be able to consent to your data being used by Lilac Pearl and stored on the 10to8 server. The appointment data including name, email address and phone number are emailed to Lilac Pearl. Once the email is received it is treated as an email from you. Confirmation, reminder messages and appointment information may be sent from 10to8 to you using your stored data.

If a booking is made outside of the 10to8 system, i.e. agreed directly via email or phone, then your name, email and appointment details are manually added to the 10to8 system by Lilac Pearl. That stored data is then used to send you confirmation and reminder messages from 10to8 as above.

If you make a payment via GoCardless direct debit, your agreement is with GoCardless and their data protection policy. Lilac Pearl is **only** provided with the plan you are paying, your name, payment amount and date.

There is another way.....

Your data is never shared with other people or companies, unless you have prior consented to do so, for example if you wish for me to work alongside another healthcare professional and you have given me instruction to share information with them.

To safeguard against major incident involving Fiona (owner of Lilac Pearl) backup access is granted to a 3rd party. This 3rd party has agreed to only access the data in the case of extreme circumstances relating to Fiona or the company.

The same 3rd party also performs the following company admin tasks and record keeping, during which they have visibility of client names, email addresses and appointment times from the 10to8, email and GoCardless systems as detailed above. Each client is assigned a client code, these codes are used to ensure that the company financial records do not contain direct client information. The file mapping codes to individual clients is password protected. The above data is always accessed from a password protected computer. The tasks undertaken are:

- Sending out payment reminders, intake forms and directions.
- Confirming payments have been made and recording them.
- Sending out feedback requests.

Data access and retention

Please email info@LilacPearl.co.uk if you require a copy of your data or wish to correct, delete or update it. I will respond within 30 days of receiving your request.

Website

The website www.lilacpearl.co.uk captures detail of IP address and device type used to access it via cookies. This is for general analytics.

The contact form, once completed is directly emailed to the email address mentioned above. No data is kept local to the website.