

Mind Fantastic Privacy Policy

Our contact details

Name: Jiana Denny T/A Mind Fantastic

Address: The Workstation, Bellingham House, 2 Huntingdon Street,
St Neots, PE19 1BG

Phone Number: 07595101853

E-mail:change@mindfantastic.co.uk

Privacy Notice reviewed and revised on 17th January 2023

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)

Information collected and processed is name, email address and contact telephone number.

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 enable us to contact you with a view to accessing counselling/psychotherapy services

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting Jiana Denny on 07595101853 or by email at change@mindfantastic.co.uk

(b) We have a legitimate interest.

Information is collected via website contact form. This includes your name, email address and phone number.

I do not pass your information to a third party.

How we store your personal information

Your information is securely stored.

We keep handwritten notes for 7 years. We will then dispose your information by secure shredding. Emails are deleted after 1 month.

Handwritten notes do not contain personal or identifiable information. Each client is given a code. Emergency contact details (hand written) are held in a separate folder within a locked area.

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 change@mindfantastic.co.uk or in writing to Mind Fantastic, Suite 7, Bellingham House, 2 Huntingdon Street, St Neots, PE19 1BG, 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 Jiana Denny. Mind Fantastic, The Workstation, Bellingham House, Suite 7, 2 Huntingdon Street, St Neots, PE19 1BG.

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>