

## Privacy Policy

I am registered with ICO, reference number: **ZB685090**

Serenus Therapy Ltd ("we," "us," or "our") is committed to protecting the privacy and confidentiality of your personal information. This Privacy Policy outlines how we collect, use, disclose, and safeguard your personal data when you use our therapy services or interact with our website.

### 1. Information We Collect

We may collect the following types of personal information:

- Client Information: Name, contact details (address, email, phone number), date of birth, GP contact details
- Next of kin details that may be required to be called in an emergency
- Health Information: Details about your mental health history, current symptoms, treatment goals, and therapeutic interactions.
- Session Records: Notes and records of therapy sessions, assessments, progress reports, and any other information relevant to your treatment.
- The therapy contract with names and signatures on.

### 2. How We Use Your Information

We use the information we collect for the following purposes:

- To provide therapy services and support your mental health needs.
- To communicate with you, schedule appointments, and send reminders.
- To maintain accurate records of your therapy sessions and treatment progress.
- To comply with legal and regulatory requirements.
- As part of the supervision process I do share aspects of my work with my supervisor who also adhered to a professional body and code of conduct around keeping confidentiality.

### 3. Data Sharing

We may share your personal information in the following circumstances:

- If you are threatening serious bodily harm to yourself or others.
- If you intend to commit a crime or are involved in criminal activity.
- If there is suspicion or knowledge of abuse or neglect to children or vulnerable people.

- If ordered to do so by a court of law.

#### 4. Your Rights

You have the following rights regarding your personal information:

- The right to access and receive a copy of your therapy records.
- The right to request corrections or amendments to inaccurate or incomplete information.
- The right to request restrictions on the use of your personal information.
- The right to request the deletion of your personal data, subject to legal and ethical obligations.

#### 5. Data Security

We implement appropriate technical and organisational measures to protect your personal information from unauthorised access, disclosure, alteration, or destruction. This includes encryption, secure storage practices, and limited access controls.

#### 6. Policy Updates

We may update this Privacy Policy from time to time, and any changes will be posted on our website. We encourage you to review this Privacy Policy periodically for updates.

#### 7. Contact Us

If you have any questions or concerns about our Privacy Policy or our data practices, please contact us at:

Serenus Therapy Ltd