

# WEBSITE PRIVACY NOTICE

## INTRODUCTION

This privacy notice provides you with details of how your personal data is collected and processed through your use of Dr Alice Plummer's site <https://www.aliceplummer.com/> and forms part of my privacy policy, also posted on this site.

Dr Alice Plummer uses the data in accordance with the General Data Protection Regulation (GDPR) 2016, which forms part of the data protection regime in the UK together with the Data Protection Act (DPA) 2018. For further information on this legislation, please visit <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>

## OWNER AND DATA CONTROLLER

Dr Alice Plummer is the Owner and Data Controller of any personal data collected and processed through this site. If you require any further information, please email me at [contact@aliceplummer.com](mailto:contact@aliceplummer.com).

## THE LEGAL BASES FOR DATA PROCESSING

The Owner may process Personal Data relating to Users if one of the following applies:

- Users have given their consent for one or more specific purposes;
- provision of Data is necessary for the performance of an agreement with the User and any pre-contractual obligations;
- processing is necessary for compliance with a legal obligation to which the Owner is subject;
- processing is necessary for the protection of vital interests if someone's life is at risk;
- processing is necessary for the purposes of the legitimate interests pursued by the Owner or by a third party.

Upon request, the Owner will help to clarify the specific legal basis that applies to the processing if there is any concern.

## HOW IS PERSONAL DATA COLLECTED?

Personal Data is collected via the following methods:

1. filling in the contact form on the website,
2. communicating with me by email, phone or post,
3. providing feedback;
4. automatically collected Technical Data via cookies that allow visitors to navigate and use key features on the site.

## **WHAT PERSONAL DATA IS COLLECTED?**

The following Personal Data is collected from you via this site:

1. **Identity Data** may include your first name, last name;
2. **Contact Data** may include your billing address, email address, telephone number;
3. **Cookie Data** information gathered by the use of cookies in your web browser;
4. **Sensitive Data** may include information about your physical and mental health.

## **HOW AND WHY IS YOUR PERSONAL DATA USED?**

The Data will be collected, managed and stored for the purpose of Dr Alice Plummer's psychology and therapy service<sup>1</sup>. There is a legitimate interest in needing this data. For example, for phone consultations, appointment bookings, or any other queries.

I am required by the Health and Care Professions Council and the British Psychological Society to keep records of your personal data, so that you can be provided with a psychology and therapy service.

## **HOW IS YOUR PERSONAL DATA PROTECTED?**

Dr Alice Plummer will treat your Data with the utmost care and has put in place appropriate security measures to prevent your Personal Data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

Website interaction with clients is secured using 'https' technology. The business laptop I use is password protected, and has standard software installed for PC Security including a firewall. All passwords are changed regularly. I may access emails by phone or iPad, which are protected by touch ID.

I will notify you and any applicable regulator of any significant breach of your information as soon as possible, no later than 72 hours.

## **HOW LONG WILL YOUR DATA BE RETAINED?**

I will only store your personal data for as long as necessary to fulfil the purposes it has been collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements as well as professional practice guidelines.

Information will be held as long as you are engaged in services from me, and for 7 years following your last treatment contact. Once the retention period expires, Personal Data shall be deleted.

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<sup>1</sup> This includes enquires for dance movement sessions.

If you don't engage in a therapy service from me and where there is no other reason (legal obligation or the protection of vital interests) to retain this data, I regularly delete therapy enquiries only (no later than after 12 weeks).

You have the right to ask for your information to be erased prior to this time. If you do so, I will have to determine if I need to keep the data. Reasons for this could include legal issues, or if the request falls within the timeframe that I am required to hold the data by the governing practice body. In this case I may not be able to erase your data before this time has passed, or until the legal issues are finalised.

If you would like to submit a request that your data is removed, please contact me by email at [contact@aliceplummer.com](mailto:contact@aliceplummer.com).

## **WHO IS YOUR PERSONAL DATA SHARED WITH**

At times access may need to be allowed by third parties who host the website and email service, for the purpose of looking after and supporting these services.

## **WHERE IS YOUR PERSONAL DATA PROCESSED**

At times your Personal Data will need to be shared with third parties and suppliers outside the European Economic Area (EEA). If this occurs I ensure your Data receives the same protection as if it were being processed inside the EEA. Where providers are used who are based in the United States, I ensure that they are part of the EU-US Privacy Shield, which requires them to provide similar protection to personal data shared between the Europe and the US.

## **WHAT ARE YOUR RIGHTS?**

You can find out more about your personal data rights at <https://ico.org.uk/your-data-matters/>.

For example, if you would like to access the information I hold about you, you can submit a Subject Access Request. You can also ask for your information to be transferred to another provider of psychology services.

If you would like to have your data removed, I will need to determine if I need to keep your data for the retention period specified above. In this case I will consult organisations like HMRC, who may wish to inspect my records, and professional and regulatory bodies like the British Psychological Society and the Health and Care Professions Council.

Any requests to exercise User rights can be directed to the Owner at [contact@aliceplummer.com](mailto:contact@aliceplummer.com). These requests are free of charge and will be addressed by the Owner within 30 days. Your identity may need to be verified.

## **WHAT TO DO IF YOU HAVE ANY CONCERNS ABOUT YOUR DATA MANAGEMENT**

If you are not happy with any aspect of how your data is collected and used, you have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues. You can contact them online ([www.ico.org.uk](http://www.ico.org.uk)) or call 0303 123 1113.

I would however be grateful if you would contact me first at [contact@aliceplummer.com](mailto:contact@aliceplummer.com) if you do have a complaint, so that I can try to resolve it for you.