

GDPR (General Data Protection Regulation) & Privacy Policy

This document explains how and why Unscripted Minds collects your personal data, what it is used for, how it is processed and how it is kept safe

Introduction

Hendri Cawood is the owner of Unscripted minds. The business trading address is [to be confirmed].

Hendri is responsible for keeping your information safe and secure, giving you access to it if you need it, and disposing of your information if you ask or when a reasonable time period has elapsed. If you have any questions about this GDPR and Privacy Policy, you can contact Hendri via email at hendri@unscripted-minds.co.uk.

Why do we have a privacy policy?

Unscripted Minds is committed to protecting the privacy of our clients. We want to provide a safe and secure experience, so we are committed to only using client data as set out in this policy. Please be assured that we will not sell or share any information about you with any third parties without your consent or unless we are required to do so by law.

What sort of data do we collect?

This section explains the types of personal data collected from you, the client, and how and why it is used. The types of personal data collected fall into one of three categories:

1) One-to-one, couples and group clients

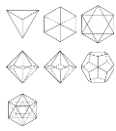
This includes clients with whom we work one-to-one (for psychotherapy sessions) or in groups (for talks or workshops), either in a designated group meeting space, over the phone, or via Zoom or other online meeting systems.

If you are one of these clients, you will have initiated our contact via the website, telephone, or email, and we have agreed to work together.

This category also includes prospective clients who have initiated contact with us but have not yet made any specific appointments.

The personal data that we collect and store about you includes:

- your full name, preferred name and date of birth
- your telephone number(s), emergency contact number(s), emergency contact name
- your physical address(es),
- your email address(es),



- your Zoom or equivalent communication software identity, if applicable
- any other online identities that you wish to share
- information about why you require psychotherapy services
- your GP's details, brief medical history, including mental health treatment
- your next of kin details
- any details you wish to share about other agencies or individuals who are supporting you with your mental health

We collect this personal data via secure software, email, or telephone conversations, or during video or face-to-face sessions. We only collect the minimum amount of information required to facilitate our work together.

All the personal information you provide is held in secure software that is password-protected and two-factor-authenticated. We endeavour to ensure that your personal information is maintained and updated correctly.

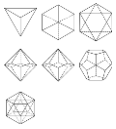
You have to inform us of any changes to your personal information to ensure that it is current.

2) Audio Recordings of sessions—We record all our sessions together to facilitate and adjust for disability (Dyslexia), and our working together necessitates your agreement to be recorded. If you do not want to be recorded, I will do my best to help and accommodate you with a referral; however, I cannot guarantee this will be possible.

- If you give consent to record, you have the right to withdraw consent at any time. At that point, I may have to terminate our sessions, which will be done in the best way to support you (the client).
- I would only create an audio recording of the session.
- It would be stored securely
- The audio, usually sections of the audio, would be shared with my supervisor for assessment purposes.
- I wouldn't use your full name or any other identifying information at any point

How do I get a copy of the information you hold on me?

As set out in the Data Protection Act and General Data Protection Regulation (GDPR), you have the right to request a copy of the personal information we hold about you and to correct any inaccuracies. To action this, please write to us confirming your requirements at hendri@unscripted-minds.co.uk.



What if I do not agree with the privacy policy?

If you do not agree with the details in this policy, please do not submit your data, but don't hesitate to contact us to discuss your concerns.

How do I opt out of you keeping my data in your secure database?

If you do not want us to use your information in the future, wish to know what information we keep about you, or want to request that we delete or amend information from our database, please write to us confirming your requirements at hendri@unscripted-minds.co.uk, and we will respond appropriately.

How do you tell me about changes to your Privacy Policy?

Unscripted Minds may change this privacy policy at any time. If we change the policy in the future, we will advise you of this on our website: www.unscripted-minds.co.uk.

How long will you keep my data?

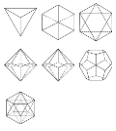
GDPR requires that personal data be held only for a reasonable amount of time. If we have worked together, we will keep your personal data for 2 years after our last communication, after which we will consider you a 'past client' and dispose of all of your personal data. If you wish to work with us again after this, you may contact us, and we will resume our working relationship. We will recollect the relevant personal data from you at this time.

How do you safeguard my data?

Your data is stored in secure software, which is password protected, and your information is accessed through a laptop or phone, which are also password protected. Any data recorded via paper is input into the secure software, and the paper is then shredded.

In the case of any of these storage methods being stolen, breached, or hacked, we will do the following within 72 hours of discovering the incident:

- Notify the police if it is a physical theft or loss of my laptop or phone
- Notify Proton Mail (my email provider) if it is a case of email hacking.
- In any of these cases, report the data theft, breach, or hack to the ICO (Information Commissioner's Office), which is the Regulator for the UK, if the incident has a high likelihood of severity of a resulting risk to the affected clients' rights and freedoms.
- In any of these cases, we would contact all of the clients whose personal data has been compromised and would provide advice in order to help them protect themselves of any effects of the breach.



UNSCRIPTED MINDS
Your Story Matters

Questions

If you have any queries about our privacy policy, please get in touch via email: hendri@unscripted-minds.co.uk.