

Making Time to Talk

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Data Protection and Privacy Policy

In accordance with the Data Protection Act, 2018, this statement sets out Lismenary Therapy's policy in relation to the holding and using of specific information about you; which may be obtained from you or other sources during your treatment. Data will be processed in accordance with individuals' rights. The Data Controller is Elizabeth McBarnet.

This confidential information may include personal details, details relating to your family lifestyle and social circumstances, education, training and employment details. Also included are any acoustic or video recordings taken during assessment and therapy sessions. These data may be shared with yourself, your relatives, and other healthcare or education professionals, only with your permission. All data is securely stored on cloud storage via a password protected computer.

Personal data will be collected from you as part of your telephone enquiry. If this does not result in you being seen for assessment and therapy at Lismenary Therapy, this information will be deleted once the enquiry has been dealt with. If you are seen at Lismenary Therapy, these details will be added to your personal record.

Your personal data shall be processed fairly and lawfully and shall not be excessive for its purpose. The lawful basis for processing data is your consent. You have the right to withdraw your consent or request access to or deletion of your records from our files at any time- please apply in writing to Lismenary Therapy (see address below).

Electronic communication is not 100% secure. With your consent, it will be used for correspondence, reports and other documents which may be password protected. Consultations conducted online will use confidential, password protected meeting spaces.

Lismenary Therapy will endeavour to ensure your personal data is accurate and where necessary kept up to date. It shall not be kept longer than necessary for its purpose and appropriate measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss, destruction of, or damage to personal data.

If you have any concerns about my use of your personal information, you can make a complaint to me at the address below. I will send you a written acknowledgement within 30 days, make every effort to resolve the matter within three months and inform you of the outcome. As required by law, I will keep a record of your complaint for six years.

19 Lismenary Road, Ballynure, Ballyclare,
Co. Antrim BT39 9UE
Telephone: 028 9332 4144
Email: therapy@lismenary.co.uk
www.lismenary.co.uk



Lismenary Therapy

You can also complain to the ICO if you are unhappy with how I have used your data, or not happy with how I have attempted to resolve your complaint. Contact them at:

Information Commissioner's Office

Wycliffe House/Water Lane/Wilmslow/Cheshire/SK9 5AF.

Helpline number 0303 123 1113 /ICO website www.ico.org.uk

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