



charlie fancy
T H E R A P Y

Privacy Notice

Charlie Fancy
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charlie@charlifancy.co.uk

www.charlifancy.co.uk

The type of personal information we collect

We currently collect and process the following information:

Personal identifiers

- Name
- Address
- Email
- Telephone Number
- Date of Birth
- GP Details
- Next of kin details
- School (for young people)
- Details of other professional agencies (If relevant).

How we get the personal information and why we have it

The personal information we process is provided to us directly by you for one of the following reasons:

- So that we can contact you regarding appointment arrangements
- So that we can send appointment invoices
- So that we can contact your next of kin in an emergency situation
- In the case of young people, so that we can ensure that all the agencies involved are working together in the best interests of the young person.

We use the information that you have given us in order to:

- Arrange appointment times
- Invoice for sessions

We may share this information with the personal administration services of Charlie Fancy Therapy

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

Your consent. You are able to remove your consent at any time. You can do this by contacting Charlie Fancy (details as above).

How we store your personal information

Your information is securely stored.

We keep personal information for a 2 year period. We will then dispose of your information.

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 charlie@charlifancy.co.uk 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 charlie@charlifancy.co.uk

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>