

Privacy Policy

Your privacy is respected and protected at The Therapy Training Centre. Any personal and sensitive information collected will be kept strictly confidential and will not be sold.

Sensitive information – Health history information, treatment notes, and next of kin details are collected and processed, on the basis that this is necessary for us to provide safe and effective services.

Personal information – Name, address, email address and phone number are collected and processed, on the basis that we require to contact clients regarding their appointments or their treatments.

Processing: - Information may be processed by The Therapy Training Centre. Information will not be disclosed to any third party without clients' consent. If you consent to marketing offers, information regarding your attendance may be processed in order to provide you with offers relevant to you.

Storage: - Sensitive information and personal information on paper is stored in a securely locked area.

Personal Information is securely stored online on servers.

Please see <https://www.shedul.com/privacy.html> for more information relating to our online booking system, Shedul.

Please see <https://mailchimp.com/legal/privacy/> for more information relating to our marketing partner, 'Mailchimp'.

Please see https://www.dropbox.com/en_GB/privacy for more information relating to our backup partner, 'Dropbox'.

Deletion:

Sensitive information is securely destroyed 7 years after your most recent appointment. In the case of minors, the time period is extended to 7 years after they reach the age of adulthood.

Personal information which is associated with sensitive information will be destroyed in line with the policy on sensitive information.

Personal information which is associated with our financial records will be deleted 6 years following the end of the accounting year to which the records apply.

Rights regarding your information:

You may request a copy of your information at any time. You may request that any erroneous information is corrected. You may request deletion of your information (where we are not obliged by regulations to store the information

for a set period). You may request that we stop processing your information (where we are not obliged by regulations to pass on your information). You may make a complaint to a supervising authority.

Any requests should be made by contacting:

Data Protection Officer

The Therapy Training Centre The Stables Towcester Road Northampton NN7
3AP