

Privacy policy

Mark Vernon

This page explains how I collect and process information including your personal details both via my website and during periods of psychotherapy.

Why do I collect and use your information?

- To respond to your enquiries about psychotherapy
- To contact you about your sessions, billing and appointments
- To provide you with the best possible treatment and service.

What information do I collect?

Your contact details, home address, GP details (as required by my professional bodies) and other information relating to your psychotherapy that you choose to share with me. I collect this information directly from you only, for example when you fill in any contact form or share information with me on a voluntary basis.

Legal basis for using your information

I use your personal information including your sensitive personal information with your consent to support your psychotherapy.

On exceptional occasions I may also use your sensitive personal information where this is necessary for the purposes of protecting you from harm or where there is a legal requirement to do so because of reasons of serious public interest. I will tell you if such situations are arising.

I use some information to fulfil the agreement I have with you to provide psychotherapy, for example in order to allow me to invoice you.

How do I comply with the law in order to protect your sensitive personal information (as required by Part 4 Schedule 1 of the Data Protection Act 2018)?

I only collect, use and disclose your information in a transparent way as explained in this policy. I keep accurate and up to date records, record only the minimum data I need for the purposes described above and de-personalize the data I record wherever possible. I retain your data for the minimum time necessary and do not transfer your data outside the UK. I use encryption and other security methods to safeguard your data and I delete your data securely when no longer needed. Your rights in relation to your data are explained below.

Who do I share your information with?

Your psychotherapy is confidential, and your personal information will not be shared with third parties except for purposes set out above.

Security and retention

I have put in place suitable physical, electronic and managerial procedures to safeguard your information.

I only hold your information while I am working with you and providing you with psychotherapy and when your psychotherapy ends any information will be deleted. You can request I delete your information before that time (see below) As a small business,

by law I have to keep basic information about my customers (including financial and transaction data) for six years after they cease being customers for tax purposes.

Your rights

You have a number of rights with regards to your information. In some circumstances, and where it will not result in harm to you, you can:

- Access and obtain a copy of your information
- Require me to amend incorrect or incomplete information
- Require me to stop collecting or delete your information
- Object to the way I am processing your information.

If you would like to exercise any of these rights, or put through a request for a copy of your data, please contact mail@markvernontherapy.com. If you have any complaints regarding how I have collected or handled your information, you may report a complaint to mail@markvernontherapy.com.

The full legal name of the business who is the data controller for your data is Mark Vernon who can be contacted at St Giles Centre, Camberwell Church Street, London, SE5 8RB; telephone 0207 2773650. You also have a right to contact the Information Commissioner who is the Data Privacy Regulator for the UK.