

PRIVACY STATEMENT

MindMend Therapy is committed to protecting your privacy and handling your personal data in accordance with the General Data Protection Regulation (GDPR) and other applicable UK data protection laws. This Privacy Statement explains how we collect, use, and protect your information.

****1. Data Controller****

MindMend Therapy acts as the data controller for the personal data collected through our website and services. If you have any questions, please contact us at mindmendtherapy@hotmail.com

****2. Personal Data We Collect****

We collect and process the following personal data:

- Contact details (e.g., name, email, phone number)
- Billing information
- Health-related information relevant to therapy
- Website usage data (e.g., IP address, cookies)

****3. How We Use Your Data****

Your data is processed for the following purposes:

- Providing online psychotherapy services
- Managing appointments and payments
- Communicating with you regarding your sessions
- Ensuring compliance with legal and professional obligations
- Improving our website and services

****4. Legal Basis for Processing****

We process personal data under the following legal bases:

- Consent (where applicable, e.g., marketing communications)
- Performance of a contract (to provide our services)
- Legal obligations (e.g., record-keeping requirements)
- Legitimate interests (e.g., service improvement)

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****5. Data Sharing and Security****

- We do not sell or rent your data to third parties.
- Your data may be shared with professional bodies, legal authorities where necessary.
- We implement appropriate security measures to protect your data from unauthorized access, loss, or misuse.

****6. Data Retention****

We retain personal data only as long as necessary for the purposes outlined above and in accordance with legal requirements.

****7. Your Rights****

Under GDPR, you have the right to:

- Access, rectify, or erase your personal data
- Restrict or object to processing
- Data portability (receive your data in a structured format)
- Withdraw consent where applicable
- Lodge a complaint with the Information Commissioner's Office (ICO)

****8. Cookies and Tracking Technologies****

Our website uses cookies to enhance your experience. For more details, please see our Cookie Policy.

****9. Updates to This Privacy Statement****

We may update this Privacy Statement periodically. Any changes will be posted on our website.

****10. Contact Us****

If you have any questions about this Privacy Statement or how we handle your data, please contact us at Mindmendtherapy@hotmail.com.