

PRIVACY POLICY

Isikhala is committed to protecting and respecting your privacy. To this end, we comply fully with UK-GDPR (United Kingdom General Data Protection Regulation).

This Privacy Policy sets out the basis on which we collect and process your personal data, including our practices regarding the collection, use, storage, disclosure and erasure of personal data that we collect from you. By providing your personal data to us, you are accepting or consenting to the practices described in this policy.

You have a right to be informed of the fair processing of your personal information, and this policy is intended to fulfil that right.

We will not use any of your data for marketing or promotional purposes.

Data we collect and for what purpose

When we refer to personal data in this policy, we mean information that can or has the potential to identify you as an individual.

When you first enquire about our services, we will collect your name, email address and phone number and any other information you choose to provide for us to make contact with you and discuss your requirements.

When you book an appointment with us, we will send you an Initial Consultation Form asking you for further information which will include, your name, address, date of birth, contact number, occupation, GP name and address, name and contact number for next of kin, details of any medical conditions and prescribed medication, reason for you seeking our services and other relevant health and background information.

We use the Initial Consultation Form during your first appointment to collect data about your general emotional/physical well-being, the reasons for your visit and any other information you may want to share with us. During further sessions, we may also make notes of relevant information that you provide to us. We require this information to be able to provide you with our services under our contract with you, to a safe and professional standard and for safeguarding reasons.

The data that we request from you may include sensitive personal data (referred to under data protection law as special category personal data). By providing us with special category personal data, you give us your explicit consent to process this sensitive personal data for the purposes set out in this Privacy Policy. We may use this information to provide you with our therapeutic services. The legal basis for our handling of your personal data is to enable us to carry out our obligations to you under any contract entered into between you and us.

Confidentiality and disclosure

All information you provide to us is confidential, and we do not share it with any third party unless we are required to do so by law or if circumstances arise that potentially affect your personal health and safety or the safety of other persons. We may disclose confidential information to your G.P. without formal consent if you are deemed to be at risk.

Please note that the sharing of anonymous case histories with supervisors and peer support groups for the purposes of professional development is not a breach of professional confidentiality. This is necessary in order to ensure that you continue to receive the best possible professional service from us.

Storage of data

We are required to hold your details and session notes on file for up to 8 years. These may be kept in hard copy and/or electronically on a computer. We protect all personal data we hold about you by ensuring that we have appropriate organisational and technical security measures in place to prevent unauthorised access or unlawful processing and to prevent personal data being lost, destroyed or damaged. All personal data will be held for as long as is necessary in accordance with all applicable UK legal, financial and regulatory laws.

Please note that the transmission of information via the internet or email cannot be guaranteed to be completely secure. Where you provide information to us via email, you do so at your own risk. If you would prefer to use another method of transmission, please let us know before sending personal data to us.

We will not transfer your personal data outside the UK.

Accessing and updating your information

Under UK GDPR law, subject to some exemptions, you may request access to a copy of the personal data that we hold about you via a Subject Access Request (SAR). We will comply with the information request, as UK-GDPR requires, within one month from the day that we receive the SAR. You have the right, subject to exemptions, to ask to:

- Have your information corrected or updated where it is no longer factually accurate. Please contact us to ensure that personal data is regularly updated, especially contact information such as: email address, phone number and home address.
- Ask us to stop processing information about you, where we are not required to do so by law
- Object at any time to the processing of personal data concerning you

You also have the right to data portability in that you may obtain and reuse your data for your own purposes across different service providers.

We will not release information we hold about you to any third party unless you give your explicit consent or we are required to do so by law or we deem it necessary for safeguarding purposes (please see Confidentiality and Disclosure above).

Information or Complaints

If you want to exercise your rights in respect of your personal data, the best way to do so is to contact us by email at info@isikhala.com

If you are not satisfied with how we handle your request, you can contact the Information Commissioner's Office on 0303 123 1113 or visit their website (<http://www.ico.org.uk>). Our reference number is ZB911993.

Changes to this policy

We reserve the right to modify this Privacy Policy at any time without notice, in accordance with current legislation. Changes will take effect immediately upon their posting on our website.

We are governed by the laws of England and Wales, and we cannot be responsible for knowing or implementing global laws.