

# Privacy Policy

K. Sara J. Wood of Evolve Therapy Edinburgh complies with obligations under the General Data Protection Regulation (GDPR) and Information Commissioners Office (ICO) by only retaining information that is strictly necessary. Personal data is kept up to date, stored and destroyed securely. Personal data is also protected from loss, misuse, unauthorised access and disclosure by ensuring that appropriate technical measures are taken to keep personal data safe.

Information is never passed onto a third party without express consent of the client or unless when we are required to do so by law for legal reasons or legal proceedings.

We use personal data for the following purposes:

- To supply the service that you have requested;
- To contact clients as necessary in accordance with the services they have requested;
- To maintain our accounts and records.
- Personal data may also be retained when you contact us to request information about a service or to book a session or appointment.

We will retain your data on an on-going basis if you are a returning client and for a maximum of 1 year after your last appointment. There may be individual cases where data will need to be kept for longer for example if there has been a complaint made or there is a legal matter outstanding.

## Yours Rights

Individuals are provided with legal rights governing the use of personal data – these rights are known as Individual Rights under the Data Protection Act 2018 and comprise:

- The right to a copy of your personal data that Evolve Therapy Edinburgh holds about you.
- The right to be informed about the personal data being processed.
- The right to request your personal data be erased by Evolve Therapy Edinburgh where it is no longer necessary to be retained.
- The right of access to your personal data.
- The right to withdraw consent to the processing of your personal data.
- The right to rectification of your personal data.
- The right to receive an electronic copy of your data (known as data portability).
- The right to lodge a complaint with the Information Commissioners Office (ICO).
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If you would like to raise an issue or make a complaint, please contact [sara@evolvetherapyedinburgh.co.uk](mailto:sara@evolvetherapyedinburgh.co.uk) at any time. You can also raise a complaint to the Independent Commissioners Office (ICO), if you think there is a problem with how your data is being handled. <https://ico.org.uk/make-a-complaint>.