



## Privacy Notice

This is the website privacy notice of Wilson Psychology Ltd. In this document, "we", "our", or "us" refer to Wilson Psychology Ltd, company number 12275622, registered in the UK. Our registered office is at 57a Commercial Road, Rothwell, LC26 0QD.

### Introduction

This privacy notice will explain how our organisation uses the personal data we collect from you when you use our website. Our policy complies with the Data Protection Act 2018, incorporating the EU General Data Protection Regulation (GDPR).

The law requires us to tell you about your rights and our obligations to you in regard to the processing and control of your personal data. We do this now, by requesting that you read the information provided at <http://www.knowyourprivacyrights.org>

Please note that this privacy notice applies only to information collected via our website. If you enter into a contract with us to receive psychological services, you will be provided with further information on how your personal and sensitive data will be stored and processed in line with GDPR.

We do not share, or sell, or disclose to a third party, any personal information collected through our website.

### What data do we collect?

We collect the following data:

- Technical data including your browser type and version, time zone setting and location, operating system and other technology on the devices you use to access this website.
- Any other information that you voluntarily provide to us for the purpose of communication or arranging an appointment. This may include personal identification and contact information, such as your name, email address, and telephone numbers.

### How do we collect your data?

You directly provide us with most of the data we collect. We collect data and process data when you:

- Use or view our website, via your browser's cookies.
- Voluntarily contact us, via telephone or via email.

### How will we use your data?

When you contact us, whether by telephone, through our website or by e-mail, we collect the data you have given to us in order to reply with the information you have requested. We record your request and our reply in order to increase the efficiency of our service. We keep personally identifiable information associated with your message, such as your name and email address so as to be able to track our communications with you to provide a high quality service.

### **How do we store your data?**

Personal contact information may be stored on a mobile telephone, on a laptop computer, and within our online telephone and email systems. All devices and accounts are password-protected and the information can only be accessed by Dr Flora Wilson. Our website server, telephone system and email systems are based within the European Union and are GDPR compliant.

### **How long do we retain your data for?**

We keep your personal information only for as long as required:

- To provide you with the services you have requested
- To comply with other laws and guidelines, including for the period demanded by our tax authorities, insurance company and/or professional bodies.
- To support a claim or defence in court.

### **Cookies**

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology. We record information such as your geographical location, the software you are using to browse our website, and the type of computer or device. We use this information in aggregate to assess the popularity of our website and how we perform in providing content to you. This information is not personally identifiable.

For further information, visit [allaboutcookies.org](http://allaboutcookies.org). You can set your browser not to accept cookies. However, some of our website features may not function as a result.

### **Other websites**

Our website contains links to other websites. Our privacy policy applies only to our website. If you click on a link to another website, you should read their privacy policy.

### **Changes to our privacy policy**

Wilson Psychology Ltd keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 29th October 2019.

### **How to contact us**

If you have any questions about this privacy notice, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: [flora@wilsonpsychology.co.uk](mailto:flora@wilsonpsychology.co.uk)

Call us: 01249 847456

### **Complaints**

Should you wish to report a complaint or if you feel that Wilson Psychology Ltd has not addressed your concern in a satisfactory manner, you have a right to lodge a complaint with the Information Commissioner's Office (ICO). This can be done at <https://ico.org.uk/make-a-complaint/>. We would, however, appreciate the opportunity to talk to you about your concern before you approach the ICO.