

Privacy statement and terms and conditions:

### **GENERAL DATA PROTECTION REGULATION (GDPR):**

1. In accordance with the GDPR of 2018, we hold your data in a safe and confidential place on our computer or file records. Your details will be held for a maximum of one year, or for the period required to comply with legal and/or ethical regulations if longer, and will be discarded thereafter.
2. We will only use your data appropriately, and for communication purposes with yourself via phone, text, email or letter and/or referrals to a third party, such as your GP or another health care professional.
3. If your contact details change for any reason, please notify us as soon as possible and provide your new current details.

### **CONFIDENTIALITY**

4. We hold all records securely and will ensure confidentiality in the treatment of any information held about you. All information recorded and held is solely for the purpose of making assessments and/or maintaining effective treatment.
5. All information will be kept confidential unless you consent to us discussing something with a third party. The only reasons for breaking confidentiality would be if we considered that your life was at risk, if another person's life was at risk or if criminal proceedings were involved which necessitated a breach of confidentiality. If at all possible this would be discussed with you beforehand.

### **CANCELLATIONS, MISSED APPOINTMENTS AND LATE ARRIVALS**

6. A full refund will be made for a cancellation made at least 7 working days before the appointment time. Cancellations need to be made using our online booking system.
7. Please allow 6 working days from the date the cancellation is made for the refund to be paid.
8. No refund can be made for cancellations made within 7 working days of the appointment time, or if you do not arrive punctually for your appointment.
9. If you arrive late for your appointment, please expect the finishing time of the consultation to be in accordance with your original booking. In these circumstances, no partial or full refund can be made.