

Data Protection Policy

Introduction

Tessa Halliwell retains certain information about her clients in order to meet their support requirements and monitor services provided.

She will only share information about clients with their explicit consent. If the data is shared or used for research purposes, it will be made anonymous.

Tessa Halliwell will comply with the Data Protection Principles as set out in the General Data Protection Regulations (GDPR) 2018. Information will be used fairly, stored safely and not disclosed to any other person unlawfully.

Data Controller

The data controller is Tessa Halliwell and is responsible for

- data records and processing
- reporting any data breaches

Information Tessa may collect from you

Tessa may collect and process the following data about you:

- Information that you provide by filling in forms on her website. This includes information subscribing to her services or requesting further services.
- If you contacted her, Tessa may keep a record of that correspondence.
- Information that Tessa requires to support your needs and agreed programme goals.
- Copies of documents from other parties which have been provided to her by you.
- Photographs.
- Parental consent will be requested to hold data for children aged 13 and younger
- Tessa may ask you to complete surveys that are used for research purposes, although you do not have to respond to them. Survey data will be made anonymous.
- Information that Tessa requires in to process invoices, receipts and to file tax returns.

Tessa Halliwell will ensure that the data held is accurate, adequate, relevant and not excessive.

Where Tessa stores your personal data

The data collected from you will be stored securely and cannot be accessed by anyone without appropriate authority to do so. All data will be password protected or locked away.

Information will only be kept for as long as it is required to provide support and for six years after final contact.

All other data will be destroyed unless required for tax records. Tax records will include copies of invoices and receipts.

Uses made of the information

Tessa uses information held about you in the following ways:

- To provide you with information, products or services that you have requested
- To provide you with information, products or services that she feels may be of interest to you but only if you have requested this.
- To carry out her obligations arising from any contracts entered into between you and Tessa.

- For administration purposes including support sessions, invoices and receipts and programme effectiveness assessments
- To enable Tessa to compile statistics, or to assist other organisations to do so, provided that no statistical information that would identify you as an individual will be published.

Disclosure of your information

Tessa will request your permission should it be necessary to disclose relevant information to those people who 'need to know' to support you effectively.

Access to information

You have the right to request a copy of the information which is held about you. If you wish to exercise this right, please make the request in writing to Tessa Halliwell, Tugby Wood Cottage, Wood Lane, Leics. LE7 9WE

You have the right

- to challenge and correct any information that Tessa holds about you
- to have inaccurate personal data rectified or completed
- to insist on the deletion of the information Tessa holds about you
- to restrict the use of your personal data

16 May 2018