

Privacy Policy



Our contact details

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The type of personal information we collect

We currently collect and process the following information:

- personal identifiers, contact details (phone number and email address) and characteristics;
- client history and session notes.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You have signed up to our newsletter or claimed a free gift from our website;
- You use our services.

We use the information that you have given us in order to keep you informed of our services and provide the services you have purchased.

Your information will not be shared with third parties.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

Your consent. You are able to remove your consent at any time. You can do this by contacting anne@theholisticadhdwoman.com .

How we store your personal information

Your information is securely stored. Handwritten notes from our session are stored in a locked document holder. Personal details submitted via our website, related softwares and social media platforms are stored on our CRM. Electronic devices (phone and laptop) password-protected.

We keep your personal details for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

We will then dispose your information by

- deleting email correspondence from our mailbox;
- deleting your details from our client data base;
- deleting your number from our phone;
- destroying notes made during our individual or group sessions by shredding/burning them.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at anne@theholisticadhdwoman.com if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at anne@theholisticadhdwoman.com .

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>