

BILYANA WHARTON PSYCHOTHERAPY

PRIVACY POLICY

LAST UPDATED 1 FEBRUARY 2023

Introduction

Bilyana Wharton Psychotherapy cares about the privacy of your personal information and is committed to protecting it. This Privacy Policy explains what information we collect about you and why, what we do with that information, and how we handle that information.

For the purposes of the applicable data protection laws (the UK General Data Protection Regulation (**GDPR**), together with any implementing legislation, in particular, the Data Protection Act 2018), the company responsible for your personal information is R&B Wharton Limited. This Policy is incorporated into Bilyana Wharton Psychotherapy Terms & Conditions and applies to information obtained by us through your use of the information, software, products and services made available through www.bilyanawhartonpsychotherapy.com.

Collection of your personal information

Bilyana Wharton Psychotherapy collects information that, alone or in combination with other data, could be used to identify you, such as your e-mail address, name, physical address, telephone number, or payment information. If you make a purchase from Bilyana Wharton Psychotherapy, we will collect and store your billing and credit card information for limited amount of time.

Bilyana Wharton Psychotherapy will collect your Personal Information in a number of ways, including when you contact us through the Website, by telephone, post, e-mail or through the other means set out below.

Information you provide when you make an appointment

When you make an appointment, you voluntarily give us certain Personal Information, including your:

- name and e-mail address.
- Payment information, if you make a purchase or pay online via our website www.bilyanawhartonpsychothrapy.com. This is required to complete a commercial transaction on the Website.

Information from third parties

We would never collect Personal Information about you from third parties such as social media networks.

Other information we collect

We also collect this Personal Information as you use the Website:

- User Content. This consists of all text, documents, content or information uploaded, entered, or otherwise transmitted by you in connection with your use of the Website.

Automatically collected information

When you visit our website, we automatically collect information about your computer hardware and software such as your IP address, browser type, domain names, access times, operating system, cookie information, referring website addresses, pages visited, links clicked, text entered, and Internet Service Provider. We analyse and use this information to better understand how our users use the service, to maintain and improve our service, and in some cases, to publicly disclose aggregated statistics regarding our services.

Use of your Personal information

Bilyana Wharton Psychotherapy collects and uses your Personal Information as necessary to perform our contract with you and for our legitimate business interests, including to:

- operate the Website and deliver the services.
- communicate with you about the services you use, as well as respond to requests for assistance. We will send a welcome email following a booking to all registered guests. We also periodically send service updates to our guests.
- understand and improve how our users use and interact with our services.
- market our services to you.

When you make an appointment or order with us to receive our services, the legal basis for this processing is the performance of a contract between you and us and/or taking steps, at your request, to enter into such a contract. When we process any payment made by you, we process your Personal Information to prevent or detect fraud (including fraudulent payments and fraudulent use of the Website) and for the collection of taxes and duties. The legal basis for this processing is compliance with our legal obligations.

With your consent, we will send you direct marketing emails with offers and discounts of our services.

Storage of Personal Information

Unless a longer retention period is required or permitted by law, we will only hold your Personal Information on our systems for the period necessary to fulfil the purposes outlined in this Policy, or until you request that the information be deleted in accordance with your right of erasure (see "Your rights" section below).

Even if we delete your Personal Information, we reserve the right to maintain a copy for legal, tax or regulatory purposes, but in such event, we will do so only as long as necessary to fulfil those legal, tax or regulatory purposes.

Personal Information access and disclosure

We will only disclose Personal Information to third parties:

- when we have your explicit consent in writing to share your Personal Information; or
- when we determine that disclosure is required to protect the rights, property, or personal safety of others and users of the Website, or to respond to lawful subpoenas, warrants, or requests by public or regulatory authorities, including requests by law enforcement authorities; or

We use the current Standard Contractual Clauses adopted by the European Commission (**SCCs**) together with the International Data Transfer Addendum to the SCCs adopted by the Information Commissioner's Office (**Addendum**) as the legal mechanisms to transfer Personal Information from the UK to the US.

Use of cookies

The Website uses "cookies" to help you personalise your online experience. A cookie is a text file that is placed by us or our remarketing partners on your hard drive by a web page server. Our cookies do not run programs or deliver viruses to your computer. Cookies are uniquely assigned to your computer, and can only be read by a web server in the domain that issued the cookie to your computer.

One of the primary purposes of cookies is to provide a convenient feature to save you time. The cookie tells the server that you have returned to a specific page. For example, if you personalise the Website pages, or register with the Website, a cookie helps the Website recall your specific information on subsequent visits. This simplifies the process of recording your Personal Information, such as your billing address or site preferences. When you return to the same Website, the information you previously provided can be retrieved, so you can easily use the Website features that you customised.

We may place the following cookies:

- **Strictly necessary cookies.** These are cookies that are required for the operation of the Website. They include, for example, cookies that enable you to log into secure areas of our Website or make use of e-billing services.
- **Analytical/performance cookies.** They allow us to recognise and count the number of visitors and to see how visitors move around the Website when they are using it. This helps us to improve the way our Website works, for example, by ensuring that users are finding what they are looking for easily.

If you want to check or change what types of cookies you accept, this can usually be done within your browser settings. Please note that third parties (including, for example, advertising networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control.

How to reject cookies

If you do not want to receive cookies, you can usually choose to opt-out by modifying your browser settings to decline them. If you choose to decline cookies, you may not be able to access all or parts of, or to fully experience the interactive features of, the Rocket Lawyer services or web pages you visit.

For more information generally on cookies, including how to disable them, please refer to aboutcookies.org. This site also provides details on how to delete cookies from your computer.

Data security & integrity

Bilyana Wharton Psychotherapy is committed to taking reasonable and appropriate steps to protect the Personal Information that we hold from misuse, loss, or unauthorised access. We do this by using a range of technical and organisational measures including measures to deal with any suspected data breach.

The Website is designed to secure the Personal Information you provide on computer servers in a controlled, secure environment, with protections from unauthorised access, use or disclosure. When Personal Information (such as a credit card number) is transmitted to other websites, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

However, while we do our best to protect your Personal Information, we cannot guarantee the security of all data which is transmitted to the Website or to another website via the internet or similar connection. If we have given you (or you have chosen) a password to access certain areas of the Website, please keep this password safe.

Your rights

Under the GDPR, you have various rights in relation to your Personal Information, such as the rights of access, rectification, restriction, objection, portability, and erasure. Please note that these rights are subject to certain limitations set forth in applicable law.

Please note that we may keep a record of your communications to help us resolve any issues you raise.

Complaint resolution

If you believe that we have not complied with this Policy or your data protection rights, you have the right to file a complaint with the UK Information Commissioner's Office, however, we hope that you'll attempt to resolve the complaint with us first. Please contact us for more information.

Third party advertising

We use remarketing services to advertise our products to you on third party websites after you have visited our Website.

Links to third party websites

Our Website includes links to other websites whose privacy practices are not under Bilyana Wharton Psychotherapy control. If you submit Personal Information to any of those websites, your information is governed by their privacy policies. We encourage you to carefully read the privacy policy on any website that you visit.

Children

We do not intend to solicit or collect Personal Information from anyone under the age of 18. If you are under 18, do not enter information on this Website or engage our services. If you believe a child or yours under the age of 18 has entered Personal Information, please contact us to have the data removed and terminate the child's account.

Changes to this Policy

We will occasionally update this Policy to reflect company and customer feedback. Rocket Lawyer encourages you to periodically review this Policy to be informed of how we are protecting your Personal Information.

Contact information

Bilyana Wharton Psychotherapy welcomes your comments regarding this Policy. Please contact us at info@bilyanawharton.com or write to us at:

Long Lane Gatehouse Meads Lane Seamer Scarborough YO12 4QE

For more information, please review our Terms and Conditions that you can find on our website www.bilyanawhartonpsychotherapy.com.