

Neurointegra Privacy Policy

This privacy notice applies to all personal information which is processed by Neurointegra Ltd; it lets you know what happens to any personal data that you give to us, or any that we may collect from or about you. It applies to all services and ways we collect your data.

1. Our Contact details

Neurointegra Ltd, 9 Worcester Road, Guildford, Surrey, GU2 9SZ

neurointegra-guildford@outlook.com

This privacy policy last updated 5/9/22

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2. What type of information we collect

- Personal contact details – title, full name, current contact details i.e. home or mobile number, address, email address
- We may record the following personal details where the context is relevant to your health and treatment and only to the extent that you choose to share such information with us: your age, date of birth, gender as you describe it, medical history and symptoms, religious affiliation if any, sexual orientation, nationality, marital status, family make-up and history, lifestyle and social circumstances, your home, financial health, employment status, criminal records, residency/citizenship
- Records of your contact with us via phone, email, post, online contact form
- Records of your treatments with us and your reported symptoms and effects from the treatment.
- Details of payment methods.
- Information obtained from third parties: we may require details of any involvement of other medical/therapy practitioners in your care for example psychiatrist, general practitioner, psychologist regarding your mental and physical health and personal circumstances, this may include alternative therapies, prescribed medication or social drug use. We may need to be in communication with these third parties to provide best care. Such communication would only be collected with your explicit consent.

3. How we collect the information and why we do we hold it

How do we collect personal information?

- Most of the personal information we process is provided to us directly by you for the purposes of helping us provide an effective neurofeedback service to you.
- We may also receive personal information indirectly, from the following sources only with your explicit consent, again for the purpose of helping us provide an effective neurofeedback service for you. We may receive information from: family members or

friends, medical/psychological/therapeutic practitioners, social workers, teachers, educational institutions, or other neurofeedback practitioners.

- Information is collected by email, by post, by telephone, by text message or in person;

Legal grounds for retaining, processing and sharing your information:

- To fulfil our contractual obligation to provide an effective neurofeedback service to you according to our agreement with you
- To comply with the requirements of our insurance providers (ie.in event of claim or complaint)
- For anonymised management, auditing, and accounting
- To comply with our legal obligations where we consider your actions will cause harm to yourself or others, where a client may be in danger, or when information sharing is required by a court order

4. What we do with the information

What do we use your personal data for?

- Assess your symptoms, complaints and goals, determine the best neurofeedback settings to use and provide a service to you
- Keep records up to date
- For research and analysing statistics related to best practice, and for professional development, supervision, training, for example

Do we share your personal information with other organisations?

We may share information with other organisations only with your explicit permission. We would only share information without your explicit permission in exceptional circumstances to comply with a legal obligation or in case of emergency.

Is your personal information transferred outside the UK or the EEA?

We are based in UK but on rare occasions we will share your anonymised data with trainers or other professionals outside the UK in order to discuss your case to improve the service we provide. This is part of our supervision and personal development and again your explicit consent will be requested.

5. How we store your information

Correspondence may be stored as emails or text messages, other notes are stored in computer files with password protection, or in paper files in locked cabinets.

In order to comply with the requirements of our insurance policy, your records are kept for 5 years from the date they are collected (or in the case of a child receiving services, for 5 years from the date of the child's 18th birthday). After this time paper records will be shredded and electronic records will be securely deleted.

6. Your Data Protection Rights

What are your rights under data protection laws?

- To be informed about how we keep and process your information
- To have this information corrected if inaccurate
- To object to processing of personal information
- To restrict processing or to request erasure of personal information
- To request access to your information
- To move, copy or transfer personal information
- Right not to be subjected to automated decision-making

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 neurointegra-guildford@outlook.com if you wish to make a request.

Changes to your personal information

Please tell us if any of your information changes so that we can update our records

Do you have to provide your personal information to us?

We are unable to provide you with our services without personal information, however the nature and extent of your disclosures are at your discretion.

7. How to complain

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

8. Changes to this privacy notice

We may change this privacy notice from time to time by updating this page to reflect changes in the law and/or our privacy practices. We encourage you to check this privacy notice for changes whenever you visit us or our website.