

Privacy Policy

I, Magdalena Vonk, am the Data Controller and Processor of MV Therapies. My contact details can be found under the "Contact Me" tab on my website.

The basis on which I keep client data is that of "Legitimate Interests." This means that the data is necessary for me to fulfil the contract we have together (i.e., to provide therapy) and that it is data you would reasonably expect me to hold and use.

For those who enquire about therapy, the data I hold includes any information you have sent me by email, text, or message. For those who book and attend at least one session, the data I hold includes:

- Basic information such as name, email address, and phone number.
- Information that you give me as part of the work we do together.
- Records of interventions used (or potentially not used) in our sessions.
- Emails, texts, and/or messages sent between us.
- Information sent from any third party, e.g., GP, insurance company, EAP, occupational health provider.

Some of the information you give me may fall under the definition of special category data as defined by the General Data Protection Regulation. The condition for processing this special data is that "processing is necessary for medical diagnosis, the provision of health care or treatment pursuant to a contract with a health professional."

Data is not shared with anyone except possibly your GP and for any reasons covered by the Requirements for Disclosure, which are detailed and discussed when we first meet. My accountant will see bank, credit card, and PayPal records containing any information you submit when making payment. If you would like me to redact your identifiable data before sending it to the accountants, please let me know.

The data is primarily used to enable me to provide therapy or supervision for you. It may also be used for scientific research purposes and statistical purposes.

Details of Where Data is Held

- Emails sent between us are held on my computer's hard drive or exchange server, or if archived, in Dropbox, which is secure and GDPR compliant. Any emails held on my mobile phone are fingerprint/code protected.
- Texts, WhatsApp messages, and Messenger messages sent between us are held on my mobile phone, which is fingerprint/code protected.
- Your notes are handwritten and kept in a locked filing cabinet. A coding system enables me to know whose notes are whose, but a stranger seeing the notes would not be able to identify who they referred to.

- Credit card information is shredded as soon as it is processed.
- If you use PayPal or online banking, these systems will hold your data. I will download data from these systems for accounting purposes, and the resulting spreadsheets are held in Dropbox. When sent to my accountants, they will be password protected.

Your data is kept for 7 years, based on the stipulation of my insurer. After this time, any paper records are shredded and computer records are permanently deleted.

Security of Data

MV Therapies takes the security of data seriously:

- All data is held securely (see details above).
- Any data transmitted is sent encrypted where possible.
- For accounting purposes, Excel spreadsheets are used.

However, I am not in control of data (including emails and texts) that you send me. Apps such as Facebook routinely access any information held, and this is beyond my control. If there is any breach of data security, I will provide full details to the Information Commissioner's Office and any affected person within 72 hours of the breach and will do all possible to minimize any potential impact.

Your Rights Regarding Data Held

- The right of access: I will provide you with all data I hold on you as soon as I can following a request (within 30 days, unless this is impossible due to holidays or illness).

- The right to rectification: If any data I hold is incorrect, let me know and I will correct it as soon as I can following a request (within 30 days, unless this is impossible due to holidays or illness).
- The right to erasure: If you wish for me to erase your data, let me know and I will delete any computer records and shred any paper records as soon as I can following a request (within 30 days, unless this is impossible due to holidays or illness). Data may be retained for scientific research, historical research, or statistical purposes where erasure is likely to render impossible or seriously impair the achievement of that processing, but this would never include case notes or data such as address/email/phone.
- The right to restrict processing: This would usually be a stop-gap measure before correction of any errors or before erasure.
- The right to data portability: This might apply if you want your notes sent to another therapist. The easiest solution would be under the right to access, i.e., I would send the data to you.
- The right to object to:
- Processing based on legitimate interests or the performance of a task in the public interest/exercise of official authority (including profiling). MV Therapies does not engage in these activities.
- Direct marketing.

- Processing for purposes of scientific/historical research and statistics. For this, you must provide grounds for your objection.
- Automated decision making and profiling. MV Therapies does not engage in automated decision making or profiling.

Cookies

Like many websites, I use cookies. A cookie is a small amount of data sent to your computer or mobile phone browser from a website's computer and stored on your device's hard drive. Cookies record information about your online preferences, helping me understand how visitors engage with my site to improve your online experience with MV Therapies. I do not use cookies to collect personally identifiable information about you.

Each website you visit can send its own cookie to your browser if your browser's preferences allow it. To protect your privacy, your browser only permits a website to access the cookies it has already sent to you, not the cookies sent to you by other websites.

How to Control and Delete Cookies:

You may restrict or block the cookies set by our website or any other website through your browser settings. You can also ask your browser to alert you when a cookie is issued. For more information about cookies and how to manage them, visit <http://www.aboutcookies.org>.

I use Google Analytics to understand how visitors engage with my websites. It collects information anonymously and reports website trends without identifying individual visitors. For more information, visit [Google Analytics privacy and security information](#).