



Privacy Policy notice & Data protection

Kim Hill, Art of Wellbeing & Art of Stress Recovery customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

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Contact details for Art of Wellbeing and Art of Stress Recovery

Post

Benchleys, Dittons Road, Stone Cross, PEVENSEY, East Sussex, BN24 5ET, GB

Telephone

07809 124786

Email

health@artwellbeing.co.uk

What information we collect, use, and why

We collect or use the following information **to provide patient care, and services**

- Name, address and contact details
- Gender
- Pronoun preferences
- Date of birth
- Next of Kin details including any support networks
- Emergency contact details
- Health information (including physical medical conditions, mental health conditions, allergies, medical requirements and medical history)
- Information about care needs (including disabilities, home conditions, medication and dietary requirements and general care provisions)
- Test results (including psychological evaluations, scans, bloods, x-rays, tissue tests and genetic tests)
- Payment details (including card or bank information for transfers and direct debits)
- Records of meetings and decisions
- Call recordings where appropriate and with consent

Where appropriate we also collect the following information to provide patient care and wellbeing services

- Religious or philosophical beliefs
- Health information
- Sexual orientation information when necessary

We collect or use the following information for safeguarding or public protection reasons:

- Name, address and contact details
- Emergency contact details

- Health information (including physical medical conditions, mental health conditions, allergies, medical requirements and medical history)
- Test results (including psychological evaluations, scans, bloods, x-rays, tissue tests and genetic tests)
- Records of meetings and decisions

We may collect or use the following personal information for patient app or portal functionality:

- Names and contact details
- Addresses
- Medical history
- Payment details
- Account information, including registration details
- Marketing preferences

We collect or use the following personal information to comply with legal requirements:

- Name
- Contact information
- Safeguarding information

We also collect the following information **to comply with legal** requirements:

- Health information

We collect or use the following personal information for information updates, marketing or market research purposes:

- Names and contact details
- Address
- Marketing preferences
- Website and app user journey information
- IP addresses
- Records of consent, where appropriate

We also collect the following information for information updates, marketing or market research purposes:

- Health information

We collect or use the following personal information for dealing with queries, complaints or claims:

- Names and contact details
- Address
- Payment details
- Account information
- Purchase or service history
- Call recordings
- Customer or client accounts and records
- Financial transaction information
- Information relating to health and safety (including incident investigation details and reports and accident book records)
- Correspondence

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- Your right of access - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here.](#)
- Your right to rectification - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)
- Your right to erasure - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)
- Your right to restriction of processing - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)
- Your right to object to processing - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)

- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organization, or to you. [You can read more about this right here.](#)
- Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to provide patient care, mental healthcare, wellbeing coaching and other wellbeing services are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interest:
- In order to provide a good basis for counselling, coaching or other wellbeing support we require contact details to enable me to get in touch with you. The use of private landline or mobile numbers and email addresses are required to ensure that Zoom or other video conferencing can occur and that there is a 'backup' should one system fail during a session. We require for safeguarding a name and contact details of emergency contact as the mental or physical health of the client may change. Due to my Code of Conduct with National Counselling & Psychotherapy Society it is a requirement to keep detailed client records which includes your mental and physical wellbeing. There may be a requirement to call on my session notes for legal purposes, should there be a reason to do so. This would be done with client consent where at all appropriate. Occasionally we will send out a news bulletin or newsletter for the wellbeing to registered and current clients who have given consent. This is important if I am absent, ill, or planning annual leave. There is also a Professional Counselling Will should Art of Wellbeing have to cease unexpectedly due to ill health or death. Vital interests – collecting or using information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining

food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.

- Public task – we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organization such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful bases for collecting or using personal information for safeguarding or public protection reasons are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we're collecting or using your information because it benefits you, our organization or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - Some of my client's mental and physical wellbeing may change during the time I am working with them. At times I may need to request a wellbeing visit from the Police to ensure that the client or the public is not at risk.
- Vital interests – collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.
- Public task – we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organization such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful bases for collecting or using personal information for patient app or portal functionality are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organization or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - It is essential to keep records to ensure accurate support is given to clients.
- Vital interests – collecting or using the information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.
- Public task – we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organization such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful bases for collecting or using personal information to comply with legal requirements are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organization or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - Through my accrediting body I need to keep accurate records. I am legally required to hold business insurance and keeping records for seven years of client's details is part of the legal requirement.

- Vital interests – collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.
- Public task – we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organization such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful bases for collecting or using personal information for information updates, marketing or market research purposes are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we're collecting or using your information because it benefits you, our organization or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - o Occasionally I may send an email to current clients whom have given consent for wellbeing purposes, or for giving notification of planned annual leave.
- Vital interests – collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.

Our lawful bases for collecting or using personal information for dealing with queries, complaints or claims are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - I am legally required to hold business insurance and keeping records for seven years of client's details is part of the legal requirement.
- **Vital interests** – collecting or using the information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.

Where we get personal information from

- Directly from you
- Other health and care providers
- Charities or voluntary sector organizations
- Schools, colleges, universities or other education organizations
- Information generally comes directly from an individual.
- Occasionally an employee assistance program will provide personal data. That company stores the client's data. During the sessions, the therapist will have telephone numbers and email addresses on computer and phone.

How long we keep information

Business insurance: Howden

Policy number: P24K3081

Howden:

Tel: -1924 241945

Email: enquiries@howdenpro.com

Howden insurance requires documentation to be retained seven years from the end date of the final session. If a client is under 21, case documentation will be kept for

seven years from client reaching 21, once the sessions have completed. All Employee Assistance Programs keep the session notes and details of cases completed through their service.

All written notes are kept in a locked filing cabinet.

Mobile phones and computers are password protected as well as fingerprint and face recognition to open.

Who we share information with

Others we share personal information with

- Other health providers (eg GPs and consultants)
- Emergency services
- Relevant regulatory authorities
- Professional consultants
- Other relevant third parties:
 - Due to supervision, I will share the case history of clients, but no telephone numbers, email addresses or identifying information will be shared. All clients know I have supervision on a one-to-one basis as well as peer supervision.
 - To support the running of my practice, I work with Lucie Day, a Virtual Assistant who helps with administrative tasks such as appointment scheduling, invoicing and email management. Lucie may have limited access to client information that is necessary to carry out these tasks (for example, name, contact details and appointment times). Lucie will not have access to therapy notes or session content. Lucie is legally bound by confidentiality, works in line with GDPR requirements, and has a formal data processing and confidentiality agreement in place. She is also ICO registered and covered with Insurance. Your confidentiality and privacy remain extremely important to me, and only the minimum necessary information is ever shared.

Duty of confidentiality

We are subject to a common law duty of confidentiality. However, there are circumstances where we will share relevant health and care information. These are where:

- you've provided us with your consent (we have taken it as implied to provide you with care, or you have given it explicitly for other uses);

- we have a legal requirement (including court orders) to collect, share or use the data;
- on a case-by-case basis, the public interest to collect, share and use the data overrides the public interest served by protecting the duty of confidentiality (for example sharing information with the police to support the detection or prevention of serious crime);
- If in England or Wales – the requirements of The Health Service (Control of Patient Information) Regulations 2002 are satisfied; or
- If in Scotland – we have the authority to share provided by the Chief Medical Officer for Scotland, the Chief Executive of NHS Scotland, the [Public Benefit and Privacy Panel for Health and Social Care](#) or other similar governance and scrutiny process.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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19th February 2026