



# Privacy Notice

## Contact details:

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## The type of personal information I collect:

I currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Financial details (through bank transfer, cheque or online payment systems)
- Case notes and records

## How I get the personal information and why I have it:

The personal information I process is provided to me directly by you for one of the following reasons:

- To enter into or carry out a contract of service between us
- To process payments relating to the performance of that contract

I use the information that you have given me in order to

- To enter into or carry out a contract of service between us
- To process payments relating to the performance of that contract

I do not share this information with any other organisation or individual, other than those detailed in the 'Client Agreement' which forms the basis for the contract between us. The only exception to this relates to payments made for contracted services where identifiers attached by you / your bank to this payment information can be seen by the bank or other financial institution processing that payment.

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

- entering into and performing a contract
- legal duty
- legitimate interest

## How I store your personal information:

Your information is securely stored.

In accordance with professional and insurance requirements I will retain a record of your personal information (including case records) for a period of 7 years from the point at which the contract between us ends. At the end of that period, any information I have processed will be securely destroyed. At any stage during that period of time, or during the contract, you can request access to the information that I hold in relation to you.

## How to complain re. data processing

If you have any concerns about my use of your personal information, you can make a complaint to me at [info@zannastquintontherapy.com](mailto:info@zannastquintontherapy.com) I will send you a written acknowledgement within 30 days, make every effort to resolve the matter within three months and inform you of the outcome. As required by the law, I will keep a record of your complaint for six years.

You can also complain to the ICO if you are unhappy with how I have used your data or if you are not happy with how I have attempted to resolve your complaint. Contact them at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Helpline number: 0303 123 1113  
ICO website: <https://www.ico.org.uk>



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