



EMPOWERED MIND SERVICES

PRIVACY POLICY

Empowered Mind Services (EMS) is committed to protecting the privacy and confidentiality of our clients' personal information. This Privacy Policy outlines how we collect, use, disclose, and protect the personal information we receive in the course of providing mental health services in compliance with relevant legislation, including the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 in the United Kingdom.

This policy, together with our website privacy notice, and any other documents referred to on it sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting www.empoweredmindservices.co.uk you are accepting and consenting to the practices described in this policy.

UK Legislation Compliance:

- **Data Protection Act 2018:** We comply with the Data Protection Act 2018, which governs the processing of personal data in the UK, ensuring that your data is processed lawfully, fairly, and transparently.
- **General Data Protection Regulation (GDPR):** We adhere to the GDPR requirements concerning the collection, storage, and processing of personal data of individuals within the European Union.
- **Mental Health Act 1983:** We respect the confidentiality of your mental health information in compliance with the Mental Health Act 1983, ensuring that your privacy rights are protected.

Information We Collect

Personal Information:

You may give us information about you by filling in forms on our site www.empoweredmindservices.co.uk or by corresponding with us by phone, email or otherwise. This includes information you provide when you register to use our site, subscribe to our service, participate in discussion boards or other social media functions on our site, enter a competition, promotion or survey, and when you report a problem with our site. We may collect personal information such as name, contact details (including address, email address, and phone number), date of birth, gender, and other demographic information necessary for providing mental health services. Other forms of information can also include financial and credit card information, personal description and photograph.

Health Information:

We may collect health-related information including medical history, current health status, mental health history, and any other information relevant to the provision of mental health services.

Session Information:

We may collect information related to client sessions, including notes, assessments, treatment plans, and progress reports.

Technical information:

including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform; information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.

Information we receive from other sources

We may receive information about you if you use any of the other websites we operate or the other services we provide. In this case we will have informed you when we collected that data that it may be shared internally and combined with data collected on this site. We are also working closely with third parties (including, for example, business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers, credit reference agencies) and may receive information about you from them.

Cookies

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them see our **Cookie Policy**.

How We Use Information:**Provision of Services:**

We use the collected information to provide mental health support, including assessments.

Communication:

We may use a client's personal information to communicate with clients regarding appointments, therapy options, and other relevant information.

Improvement of Services:

We may use information to evaluate and improve the quality of our services, including through research and statistical analysis.

Legal Compliance:

We may use and disclose personal information as required by law or legal process, or to protect our rights, property, or safety.

Disclosure of Information:

- We may disclose personal information to third-party service providers who assist us in providing mental health services, subject to appropriate confidentiality and data protection agreements.
- We may disclose personal information in response to valid requests from law enforcement agencies, regulatory authorities, or other governmental bodies.
- We may disclose personal information in connection with a merger, acquisition, or sale of assets, provided that confidentiality is maintained.

Data Security:

- We implement appropriate technical and organisational measures to protect personal information against unauthorised access, disclosure, alteration, or destruction.
- We restrict access to personal information to authorised personnel who have a legitimate need to access such information.

Data Retention:

- We retain personal information for the period necessary to fulfil the purposes outlined in this Privacy Policy unless a longer retention period is required or permitted by law.
- To administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- To improve our site to ensure that content is presented in the most effective manner;
- To allow you to participate in interactive features of our service, when you choose to do so;
- As part of our efforts to keep our site safe and secure;
- To measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you;

Rights of Individuals:

- Individuals have the right to request access to, correction of, or deletion of their personal information, subject to legal and contractual restrictions.
- Individuals have the right to object to the processing of their personal information, subject to legitimate grounds.

Complaints:

We take any complaints we receive very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

If you have any questions or concerns about this Privacy Policy or our data protection practices, please contact us at counselling@empoweredmindservices.co.uk.

Individuals have the right to lodge a complaint with the Information Commissioner's Office (ICO) if they believe their rights under data protection law have been violated.

[Google's Privacy and Terms](#)**Changes to this Privacy Policy:**

- We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify individuals of any material changes to this Privacy Policy.

Contact Us:

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to info@empoweredmindservices.co.uk

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A company registered in England and Wales with Company number 11127830

This Privacy Policy is effective as of January 2024 and supersedes any previous versions.