



Privacy Policy Statement for S L Therapy London

Effective Date: [April 2017]

Last Updated: [October 2024]

SL Therapy London is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website [www.sltherapylondon.co.uk] (the "Site"), or engage with our services. Please read this policy carefully. If you do not agree with the terms of this Privacy Policy, please do not access the Site.

There are 3 main types of data which SL Therapy London retains:

- Clinical Data needed to provide a service
- Financial Data from clients for billing
- Contact Data from referrals

SL Therapy London keeps electronic records of clinical data in order to provide a service.

- Preferred format is electronic for clinical data
- Clinical data is deleted/ confidentially destroyed after the client turns 25 years (usually post discharge)

SL Therapy London keeps electronic records of Financial data from those who use our services.

- Financial Data is kept for 6 years to adhere to revenue guidelines
- Financial Data (including non-payment of bills) can be given to the client at client's request

Contact Data is kept for 6 years to allow processing of Financial Data if required.

This may be retained for longer to for safety, legal request, or child protection reasons.

If you require your data deleted or removed, you must send an email to S L Therapy London at (enquiries@sltherapylondon.com) citing your wish.

- ❖ Clinical data is deleted/ confidentially destroyed after the client turns 25 years.
- ❖ Financial data cannot be removed before 6 years; however, it can be shared with you to allow for any correction or for you to make a health insurance claim
- ❖ Contact data cannot be removed before 6 years, however it can be shared with you to allow for any update or correction of material facts such as spelling of names, addresses, phone numbers etc.

If you require data to be shared with any third party, you must request it via email to the Company Owner, or via written request. Only the person listed as the key contact can request this if it is in the case of a minor.

Any information prepared which has not been paid for cannot be shared.

Tawk.to, the chat function of our website is activated, additional personal data will be processed.

Processed data categories: technical connection data of the server access (IP address, date, time, requested page, browser information) data about your enquiry or contact information like Name and e-mail address.

Purpose of processing: analysis of user behaviour, supporting website visitors with technical or content-related questions and content optimisation.

The legal basis for processing: Your consent according to Art. 6 (1) a GDPR. Data is transmitted: to the data processor tawk.to inc., 187 East Warm Springs Rd, SB298 Las Vegas, NV 89119, USA. This may also mean a transfer of personal data to a country outside the European Union. The data is transferred to the USA on the basis of Art. 45 GDPR in conjunction with the European Commission's adequacy decision C(2023) 4745, since the data recipient has committed to comply with the data processing principles of the Data Privacy Framework (DPF).

Legal obligation and good practice

SL Therapy London must comply with the provisions of the Data Protection Act. The Act sets out the principle that personal data shall not be kept for longer than is necessary for the purpose or purposes for which it was obtained.

This requirement places a responsibility on SL Therapy London to be clear about the length of time personal data will be kept and the reasons why the information is being retained.

To comply with this rule SL Therapy London must have a policy on retention periods for personal data that is retained.

This policy must include defined retention periods for records and systematic disposal of records within a reasonable period after the retention period expires.

Since 2003, Data Protection legislation applies to both electronic and hard copy records.

SL Therapy London is committed to effective records management retention and disposal to ensure that it:

- meets legal standards in terms of retention periods;
- optimises the use of space;
- minimises the cost of record retention;
- securely destroys outdated records

Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

SL Therapy London

Email: enquiries@sltherapylondon.com