

PRIVACY POLICY



Introduction

At Red Robin Therapy, one of our values is integrity. We promise to always do the right thing for your child and your family. This includes looking after your child's and your personal information and storing it safely.

Clare Canale, as the owner of Red Robin Therapy, is registered as Data Controller (registration reference: **A8256982**).

This policy sets out how Red Robin Therapy uses and protects your personal information.

What information does Red Robin Therapy collect?

Personal information is any information that can be used to identify you. This personal information may include your child's and/or your name, email address, postal address, telephone or mobile number and date of birth.

Red Robin Therapy will also collect medical, social, family and education information as relevant to your child and family circumstances.

Red Robin Therapy does *not* collect financial information, details of visits to our website, or communication devices you use.

Red Robin Therapy will *not* rent or sell your personal information to other organisations for use by them in any way.

How does Red Robin Therapy keep your information up to date?

If we have regular contact with you, we may, from time to time, ask to update your records to reflect any changes to your personal information.

This information may come directly from you, or it may come from a partner that we consider is legitimate and trustworthy and in circumstances where it is appropriate and where you will have had a clear expectation that your details would be passed on for this purpose, for example, Just Active Gym (Active Robins), or SureStart.

How does Red Robin Therapy use your information?

Red Robin Therapy may use your information in three broad ways:

1. To provide an accurate and professional occupational therapy service to your child

This background personal information forms an essential part of the assessment process and enables us to give the best family-centred intervention possible.

2. To write reports based on the process or outcome of the occupational therapy service

You may, as part of the Red Robin Therapy service you choose, receive a written report about the service and/or outcome for your child.

3. For marketing purposes

With your express consent (see separate consent form) we may use an agreed version of your child's or your information for social media, website or print marketing.



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How long will Red Robin Therapy keep your information?

Personal information will not be retained by Red Robin Therapy for longer than necessary in relation to the purposes for which it was originally collected, or for which it was further processed.

Red Robin Therapy will hold personal information relating to assessment, intervention, and reports for seven years after your child becomes 18 years old.

We review our data retention periods for personal information on a regular basis.

You can withdraw your consent to any usage of your data at any time without needing to specify a reason. You can do this by emailing us at clare@redrobintherapy.com or calling 028 2826 7490 or 07790 361220.

Inappropriate content

If you post or send any content that Red Robin Therapy believes to be inappropriate or content in breach of any laws, such as defamatory content, we may use your personal information to inform relevant third parties such as your internet provider or law enforcement agencies.

How does Red Robin Therapy keep your information safe?

There are different methods, depending on the type of information:

- 1. Paper documents:** these are stored in a locked filing cabinet at Red Robin Therapy.
- 2. Electronic documents:** these are stored on the Red Robin Therapy laptop which is biosecurity protected to prevent unauthorised access. The laptop is also fully virus protected and has additional security measures in the event of theft.
- 3. Email:** emails containing personal data (for example, reports) are password protected, with passwords provided separately for recipients.
- 4. Photographs/videos:** at the earliest opportunity, these are uploaded on to the biosecurity protected Red Robin Therapy laptop. Original copies are deleted. Please also refer to our consent form.
- 5. Hard drive back-up:** weekly data backups are stored on a fully encrypted hard drive.
- 6. USB devices:** are fully encrypted as described above.

At Red Robin Therapy, we have taken all steps reasonably necessary to make sure that your data is treated securely and in accordance with this privacy policy. We have done our best to protect your personal data and ensured that it will be held in compliance with European data protection regulations.

Unfortunately, the transmission of information via the Internet is never 100% secure and we cannot guarantee the security of your data. This means any such transmission is at your own risk. In cases when we use external websites provided by other organisations such as Facebook or LinkedIn, then we would ask you to consult their privacy policies.



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Your rights

If you wish to exercise any of your rights as listed below, please write to us at clare@redrobintherapy.com:

- a) Access to your personal information;
- b) Objection to processing of your personal information;
- c) Rectification of your personal information; and
- d) Erasure of your personal information.

If you make a request relating to any of the rights listed above, we will consider each request in accordance with all applicable data protection laws and regulations. There will be no fee for considering and/or complying with such a request unless the request is excessive in nature.

Upon successful verification of your identity you may obtain the following information about your own personal information:

- a) The purposes of the collection, processing, use and storage of your personal data;
- b) The source(s) of the personal information, if it was not obtained from you;
- c) The categories of personal data stored about you;
- d) The recipients or categories of recipients to whom your personal data has been or may be transmitted, along with the location of those recipients;
- e) The envisaged period of storage for your personal data or the rationale for determining the storage period.

You can make the above request by emailing clare@redrobintherapy.com or by writing to:

Clare Canale (Data Controller)
18 Allenbrook
LARNE
BT40 2QF

Updates or changes to our Privacy Policy

Red Robin Therapy reserves the right to make changes to this Privacy Policy. We recommend that you regularly check that no changes have been made to any sections that are important to you.

Signed:	<i>Clare Canale</i>
Position:	Clare Canale (Business Owner & Data Controller)
Date:	6 January 2023
Review Date:	6 January 2024

