

Privacy Notice

Introduction

This is my privacy policy and lets you know why I collect data from you, what I do with it and how I store it. I am an NLP Coach who is committed to maintaining trust and confidence of my clients. That is why I only collect the data I need from you for medical reasons. Your information is password protected and kept safe under lock and key.

What I collect and why

- *Your contact details, so that I can get in touch with you to remind you of an upcoming appointment, to let you know what you need to do after an appointment and to inform you of any new treatments or advice which would be of interest to you.*
- *Emergency contact, in case of any emergency experienced whilst in clinic.*
- *Observations and actions during each session, to see how each client is progressing.*

Google Analytics

When someone visits my website www.andreabremner.co.uk I use Google Analytics to collect details of visitor behaviour patterns finding out such things as number of visitors to various parts of the website, what they have looked at and clicked on, so I can get an idea of what clients are interested in. This information is processed in a way so that it does not identify anyone, not to me or to Google.

Mailing Lists

If I am introducing a new product or service, I sometimes use a third-party provider, Infusionsoft, to deliver the email. I can then gather statistics around email opening and clicks to help us monitor clients' interests. For more information, please see [Infusionsoft's privacy notice](#). You can unsubscribe to general mailings by clicking the unsubscribe link at the bottom of any of our emails or by emailing me at andrea@andreabremner.co.uk

Access to your personal information

Clients are entitled to view, amend, or delete the personal information that I hold. Email your request to me at andrea@andreabremner.co.uk

Old records

Records are kept for 7 years following the discharge of the patient. Minor patients (under 19) are kept for 7 years following discharge, or until the patient reaches the age of 21, whichever is longer. Old records will be destroyed by shredding.

Changes to this Privacy Notice

This policy was created on 31st March 2018 and will be reviewed annually.