

Privacy Policy

1. Introduction

Vanessa Reed is committed to protecting and respecting your privacy. This Privacy Policy outlines how we collect, use, and safeguard your personal data when you engage with our services, including coaching and mediation services provided by Vanessa Reed.

2. Data Controller

The data controller responsible for your personal data is:

VR Mediation (Vanessa Reed)
29, Gordon Road, Emsworth, West Sussex PO10 8AZ
Email: vanessa@vrmediation.co.uk

3. Information We Collect

I may collect and process the following categories of personal data:

- Identity Data: Full name, date of birth, gender.
- Contact Data: Address, email address, phone number.
- Health and Wellbeing Data: Information disclosed during sessions, including mental health status, emotional wellbeing, and any other sensitive data relevant to your coaching or mediation.
- Session Records: Notes taken during or after sessions to support your progress.
- Technical Data: IP address, browser type, and other technical information collected through our website.

4. How We Use Your Information

Your personal data is used for the following purposes:

- To provide coaching or mediation services tailored to your needs.
- To communicate with you regarding appointments, updates, and relevant information.
- To maintain accurate records for internal purposes.
- To comply with legal and regulatory obligations.

5. Legal Basis for Processing

I process your personal data based on the following legal grounds:

- Consent: Where you have provided explicit consent for processing sensitive data.
- Contractual Necessity: To fulfil my contractual obligations in providing coaching and mediation services.
- Legal Obligation: To comply with legal requirements.
- Legitimate Interests: For purposes such as improving my services, provided that such interests are not overridden by your rights and freedoms.

6. Data Sharing and Disclosure

I do not sell or rent your personal data. However, I may share your information with:

- Service Providers: Third parties who assist in delivering my services (e.g., scheduling platforms, email services).
- Legal Authorities: When required to comply with legal obligations or to protect your vital interests.
- Professional Supervisors: In a manner that maintains confidentiality and is essential for professional development and service quality.

7. Data Retention

I retain your personal data for as long as necessary to fulfil the purposes outlined in this policy, including for legal, accounting, or reporting requirements. Typically, session records are retained for a minimum of seven years after the end of our professional relationship.

8. Data Security

I implement appropriate technical and organizational measures to protect your personal data against unauthorised access, alteration, disclosure, or destruction. This includes secure storage solutions and access controls.

9. Your Rights

Under data protection laws, you have rights including:

- Access: Request access to your personal data.
- Rectification: Request correction of inaccurate or incomplete data.
- Erasure: Request deletion of your data under certain conditions.
- Restriction: Request restriction of processing under certain circumstances.
- Data Portability: Request transfer of your data to another service provider.
- Objection: Object to processing based on legitimate interests.

To exercise any of these rights, please contact me using the details provided in Section 2.

10. Cookies and Tracking Technologies

My website may use cookies to enhance user experience. You can set your browser to refuse cookies or alert you when cookies are being sent. Please note that some parts of my website may not function properly without cookies.

11. Third-Party Links

My website may contain links to third-party websites. I am not responsible for the privacy practices of such websites. I encourage you to read the privacy policies of every website you visit.

12. Changes to This Privacy Policy

I may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated revision date. I encourage you to review this policy periodically.

13. Contact Us

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

Email: vanessa@vrmediation.co.uk