### **Privacy Notice – The Indigo Bridge**

**1. Introduction**

This Privacy Notice outlines how we collect, use, and protect your personal data in relation to the services provided by Claire Deacon and The Indigo Bridge, including website visitors and clients of our services.

**2. External Links**

This Privacy Notice does not apply to external websites linked from our site. We encourage you to review the privacy policies of any external sites you visit.

**3. Changes to This Privacy Notice**

This Privacy Notice is subject to periodic review. We will notify you of any significant updates or changes.

**4. The Indigo Bridge**

The Indigo Bridge is located at:

**20 Arthur Close, Farnham, Surrey, GU9 8PE**

**5. Data Protection Officer**

Claire Deacon has appointed an internal Data Protection Officer (DPO). The DPO can be contacted with any questions or concerns related to the protection of your personal data:

**Email:** clairedeacon3@gmail.com

**Address:** 20 Arthur Close, Farnham, Surrey, GU9 8PE

**6. Your Rights**

Under the Data Protection Act 2018, you have certain rights regarding your personal data, including:

* The right to access, correct, or delete your personal data.
* The right to object to or restrict processing of your personal data.
* The right to withdraw consent for processing at any time.
* The right to portability, meaning to transfer your data to another provider.

For more information on your rights or to exercise them, please contact us. You also have the right to lodge a complaint with the UK Information Commissioner’s Office (ICO) at: www.ico.org.uk/concerns.

**7. Legal Basis for Data Processing**

We process personal data based on the following lawful grounds:

* **Consent:** We obtain your consent to process your data for specific purposes.
* **Performance of a Contract:** We may process your data as required to fulfil the contract for services that you have requested.
* **Legal Obligation:** We may be required to process your data to comply with legal requirements, such as under the Health and Social Care Act or the Mental Capacity Act.
* **Legitimate Interest:** In some cases, we process data based on our legitimate business interests, provided this does not override your rights and freedoms.

**8. Data Collection and Usage**

We collect and use personal data, including your name, contact information, and other relevant details, to:

* Provide the services you request.
* Respond to queries or complaints.
* Develop and improve our services.
* Comply with legal or contractual obligations.

We only collect sensitive personal data (such as health or racial data) with your explicit consent and will not use this data for purposes other than those outlined in this Notice.

**9. Data Retention**

Your personal data will be retained for no longer than necessary to fulfill the purpose for which it was collected, in line with legal or regulatory requirements. After the retention period has expired, data will be securely deleted or anonymised.

**10. Sharing Your Data**

We do not share your personal data with third parties unless:

* You have given explicit consent for a referral or other external sharing.
* We are legally required to do so (e.g., to comply with a court order).
* To protect the vital interests of yourself or others, such as in emergencies.
* In the event of a legal dispute or claim.

**11. Data Protection and Security**

We implement appropriate physical, technical, and organisational measures to protect your personal data. These include storing paper records securely and encrypting digital data.

**12. Data Transfers**

Your personal data is stored within the UK. Should any transfer occur outside of the European Economic Area (EEA), we will ensure compliance with applicable laws to safeguard your rights.

**13. Review of Privacy Notice**

This Privacy Notice may be updated from time to time. The latest version will be available on our website. Please print a copy for your records.