
PRIVACY NOTICE

ICO registration reference: ZA352264

Jess Gailey, The Bergamot Room, 38 London Road, Stroud GL5 2AJ

I take your security and privacy seriously:

- I keep the amount of information I hold about you to a minimum.
- I use your data to respond to your enquiries about my services (the lawful basis for this is "Consent") and to provide my services to you (the lawful basis for this is "Contract").
- I delete your data when it is no longer needed in accordance to my professional bodies' and insurance company's requirements.
- I apply appropriate security mechanisms to protect your personal data.

For the definition of terms used within this Privacy Notice refer to the [ICO website](#) or look at the UK General Data Protection Regulation ("GDPR") 2021. We suggest you start with the ICO website.

Any questions you have about this Privacy Notice, contact us via email to the Data Controller, Jess Gailey, at jess@bergamotroom.co.uk.

What personal data do we hold and why?

Your name, date of birth, contact information and health history, provided by you, will be used to book appointments, send reminders, receive payment for sessions, carry out safe Craniosacral Therapy, Counselling and Supervision sessions with you, and to keep appropriate health and financial records.

The website www.bergamotroom.co.uk uses only standard fixed 'cookies'.

The booking website and app [Fresha.com](https://fresha.com) have their own policies in place, which you agree to when you use their website to book a session. I use this for booking all appointments and sending confirmation and reminder messages.

The payment website and app [Stripe.com](https://stripe.com) is used when you pay me by card. They have their own policies in place, which you agree to when you use your card to pay me.

Counselling and Supervision sessions via Google Meet use [Google.com's policies](#), which you agree to use when booking this kind of appointment.

Whom do we share it with?

Jess Gailey may work with appropriate professionals in the provision of therapy services. She will provide you with details of who will be involved as part of the agreement

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with you regarding the provision of any of services. We will also discuss and agree on any specific security requirements you may have during the provision of services.

All other third parties we use – including those who provide email and storage solutions used in our day to day work – are selected for, and monitored on, how they meet the requirements of current UK data protection legislation and the requirements of UK GDPR.

Where this includes storage or processing of information outside of the European Economic Area (EEA), we include checks to ensure that compliance with the appropriate frameworks for exchange of personal data (such as the EU-US Privacy Shield) is in place.

Exemptions to the above are where we are asked to provide information as a result of a court order or to recover monies due.

We do not share or sell your personal data to anyone else.

How long do we store it for?

We will store your personal information for a maximum of five years after your last communication with us (or five years after the 18th birthday of a child).

If you wish to stop hearing from us prior to that time then email jess@bergamotroom.co.uk or phone 07485 560452.

Financial transactions between us might include some personal data. We are required to keep this information for the current financial year plus an additional six years.

Whilst we store your information, we store it securely to prevent unauthorised use.

How to change information or contact us about anything concerning our use of your personal data

If there are any changes in your details that we need to reflect, you need to check the accuracy of the details that we hold about you, or if you have any other questions about this Privacy Notice, email jess@bergamotroom.co.uk.

Should you feel that you need to complain about how we are handling your personal data, email jess@bergamotroom.co.uk.

Your ultimate point of contact for all data protection matters in the UK is the Information Commissioner's Office. See the [Contact us](#) page on the ICO website.

What if this privacy notice changes?

If changes to this Privacy Notice include any significantly different use of your personal data, we will let you know and give you the option to agree to the new use.