



Reconnectology Ltd Privacy Notice

Effective date: September 2026

Last updated: September 2026

Next review: September 2027

1. About this Privacy Notice

Reconnectology Ltd is committed to protecting your privacy and handling your personal information responsibly.

This Privacy Notice explains what personal information we collect, why we collect it, how we use and protect it, who we may share it with, and your rights under applicable UK data protection law, including the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

This Privacy Notice applies to information we collect through our services, including occupational therapy, movement therapy, Compassion Focused Therapy-informed work, coaching, yoga and related wellbeing services, as well as through our website, online platform, forms, enquiries and communications with you.

2. Who we are

Reconnectology Ltd is the data controller responsible for your personal information.

Contact email: hello@reconnectology.co.uk

Registered address: 102 Pixmore Way, Letchworth, SG6 3TR

ICO Registration Number: ZC212835

If you have any questions about this Privacy Notice or how we use your information, please contact us using the details above.

3. What information we collect

Depending on how you interact with Reconnectology, we may collect some or all of the following:

Personal and contact information

- Name
- Address
- Telephone number
- Email address
- Date of birth
- Emergency contact details

Health and professional information

Where relevant to the service we provide, we may collect:

- Information about your physical health and wellbeing
- Information about your mental and emotional wellbeing
- Relevant medical history
- Information about disability or neurodivergence where relevant to the service
- Information about pain, movement, function and daily activities
- Information provided as part of an assessment
- Clinical or therapeutic notes
- Information from or about other healthcare professionals
- GP details
- Appointment and treatment history
- Information relating to your goals, needs and progress

Health information is **special category personal data** under the UK GDPR and is subject to additional legal protections.

Financial and administrative information

We may collect:

- Payment and invoicing information
- Records of payments and transactions
- Appointment and booking information
- Information contained in correspondence with you

Where payments are made through a third-party payment provider (Stripe and Wix), payment card details may be processed directly by that provider rather than being held by Reconnectology.

Website and online information

When you use our website or online services, we may collect information such as:

- Information submitted through contact or enquiry forms
- Information provided when signing up for newsletters or other communications
- Technical information about your device or browser

- Website usage information
- Cookie and analytics information, where applicable and in accordance with our Cookie Policy

4. How we use your information

We use personal information where necessary to:

- Provide occupational therapy, movement therapy, Compassion Focused Therapy-informed and other agreed services
- Understand your needs and provide appropriate support
- Carry out assessments and develop appropriate goals or interventions
- Maintain accurate clinical and professional records
- Communicate with you about appointments and services
- Manage bookings and payments
- Respond to enquiries
- Provide access to online services and resources
- Improve our services
- Meet legal, regulatory and professional obligations
- Manage safeguarding concerns and risks
- Respond to complaints or concerns
- Protect the safety and wellbeing of clients, practitioners and others
- Maintain appropriate business and financial records

Where you have given appropriate consent, we may also use your contact details to send information about newsletters, events, services or other communications.

You can withdraw your consent to marketing communications at any time.

5. Our lawful bases for processing

Under the UK GDPR, we must have a lawful basis for processing personal information.

Depending on the circumstances, we may rely on one or more of the following:

- **Performance of a contract** – where processing is necessary to provide services you have requested or entered into an agreement to receive.
- **Legal obligation** – where we are required to process information to comply with a legal or regulatory requirement.
- **Legitimate interests** – where processing is necessary for legitimate business or professional purposes and those interests are not overridden by your rights and interests.
- **Consent** – where we ask for your consent for a particular use of your information, such as certain forms of direct marketing.
- **Vital interests** – where processing is necessary to protect someone's life or in an emergency situation.

6. Health and other special category information

Some information we process is special category data, particularly information relating to your health.

Where we process health information as part of providing occupational therapy or other health and wellbeing services, we will rely on an appropriate Article 9 condition under the UK GDPR, which may include processing necessary for the **provision of health or social care and the management of health or social care systems and services**, where applicable.

We will only collect health information that is relevant and necessary for the service being provided.

We will treat health information with particular care and restrict access to people who have a legitimate professional reason to access it.

7. Confidentiality

We respect the confidentiality of information shared with us.

Information provided as part of an occupational therapy or therapeutic service will normally remain confidential and will only be shared where there is an appropriate lawful basis for doing so.

Information may need to be shared where:

- You have given appropriate consent;
- We are legally required to share it;
- Sharing is necessary to provide or coordinate appropriate care;
- There is a serious concern about your safety or the safety of another person;
- Safeguarding responsibilities require information to be shared;
- Sharing is necessary to prevent or investigate serious harm, crime or other circumstances where the law permits or requires disclosure.

Where possible and appropriate, we will discuss information sharing with you beforehand.

However, we cannot guarantee absolute confidentiality where there is a legal, safeguarding or serious safety reason for information to be disclosed.

8. Professional supervision

To maintain safe and effective professional practice, practitioners may discuss aspects of their work in professional supervision.

Where possible, information is anonymised or minimised so that individuals cannot be identified.

Where identifiable information needs to be discussed for a legitimate professional reason, it will be handled confidentially and appropriately.

Professional supervisors are expected to maintain appropriate confidentiality and comply with relevant professional and data protection requirements.

9. Who we may share your information with

We do not sell your personal information.

Where appropriate and lawful, we may share information with:

- Your GP or other healthcare professionals involved in your care
- Professional supervisors
- Relevant safeguarding services
- Emergency services or the police where necessary
- Professional or regulatory bodies where required
- Legal or statutory authorities where legally required
- Accountants, insurers or professional advisers where necessary
- Secure technology and service providers who help us operate our business

Examples of service providers may include secure practice-management systems, appointment or booking systems, email providers, payment processors, online platforms and cloud storage providers.

We aim to ensure that third-party providers process information securely and in accordance with applicable data protection requirements.

Where required, appropriate data processing agreements and safeguards will be put in place.

10. How we protect your information

We take appropriate technical and organisational measures to protect personal information against:

- Unauthorised access
- Loss
- Theft
- Accidental destruction
- Misuse
- Unauthorised disclosure
- Unauthorised alteration

Access to personal information is restricted to people who need it for legitimate professional, legal or business purposes.

No electronic system can be guaranteed to be completely secure. We therefore also encourage you to take reasonable steps to protect your own accounts, devices and passwords.

11. How we store your information

Your records are stored securely using Zanda, our electronic practice management and record-keeping system.

We take reasonable technical and organisational measures to protect your information against unauthorised access, loss, misuse, alteration or disclosure.

Access to your records is restricted to authorised individuals who need the information for legitimate professional purposes. We also take steps to ensure that our systems and access arrangements are kept secure.

Zanda provides security measures including encryption of information in storage and during transmission. Zanda may also process your information on our behalf to provide its services and maintain the system.

12. How long we keep your information

We retain personal information only for as long as necessary for the purposes for which it was collected, taking into account applicable legal requirements, professional guidance and our record-keeping obligations.

Our retention periods vary depending on the type of record and the services provided.

When information is no longer required, and we are no longer obliged to retain it, it will be securely destroyed or permanently deleted, where appropriate.

13. Direct marketing

Where we send information about services, events, newsletters or other marketing communications, we will do so in accordance with applicable privacy and electronic communications legislation.

Where consent is required, we will ask for it before sending marketing communications.

You can unsubscribe from marketing emails at any time by using the unsubscribe option provided in the email or by contacting us at:

hello@reconnectology.co.uk

Withdrawing consent to marketing will not affect the provision of services you have requested from us.

14. Cookies and website analytics

Our website may use cookies and similar technologies.

These may be used to:

- Keep the website functioning securely;
- Remember preferences;
- Understand how visitors use our website;
- Improve website performance and user experience;
- Measure the effectiveness of communications and marketing where applicable.

Where consent is required for non-essential cookies, we will ask for your consent.

Please see our separate **Cookie Policy** for further information.

15. Your data protection rights

Depending on the circumstances, you have rights under UK data protection law including the right to:

- Request access to the personal information we hold about you;
- Request correction of inaccurate or incomplete information;
- Request erasure of your information in certain circumstances;
- Request restriction of processing in certain circumstances;
- Object to certain types of processing;
- Request data portability where applicable;
- Withdraw consent where processing is based on consent.

These rights are subject to certain legal exceptions.

For example, we may need to retain information where there is a legal, professional or regulatory requirement to do so.

You will not normally have the right to require us to delete professional or clinical records that we are legally or professionally required to retain.

16. How to exercise your rights

If you would like to exercise one of your data protection rights, please contact:

Reconnectology Ltd

Email: hello@reconnectology.co.uk

Please provide enough information to allow us to identify you and understand your request.

We may need to verify your identity before providing information or making changes to your records.

We will normally respond to a valid request within **one month**, although this may be extended where legally permitted for complex or multiple requests.

We will not normally charge a fee for exercising your data protection rights, although applicable law allows reasonable charges in certain circumstances.

17. Complaints

If you have concerns about how we have handled your personal information, please contact us first so that we have an opportunity to address your concerns.

Email: hello@reconnectology.co.uk

You also have the right to complain to the **Information Commissioner's Office (ICO)**, which is the UK's independent supervisory authority for data protection.

ICO website: <https://ico.org.uk/>

ICO helpline: 0303 123 1113

Further information about making a complaint is available from the ICO.

18. Changes to this Privacy Notice

We may update this Privacy Notice from time to time to reflect:

- Changes in legislation or regulatory guidance;
- Changes to our services;
- Changes to the technology or systems we use;
- Changes to how we collect or process personal information;
- Learning from reviews of our data protection practices.

The most recent version will be made available on our website.

The effective date at the beginning of this Privacy Notice indicates when it was last updated.

19. Contact us

If you have any questions about this Privacy Notice or how Reconnectology Ltd uses your personal information, please contact:

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Registered address:

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