



THRIVE in mind

Privacy Policy for Thrive in Mind

Last Updated: 30.10.2024

At *Thrive in Mind*, we prioritise your privacy and are dedicated to protecting the personal information we collect. This policy outlines what data we gather, why we collect it, and how we ensure its confidentiality and security. By using our services, you agree to the practices described in this policy.

1. Information We Collect

We only collect information essential to providing our services and enhancing user experience. This includes:

- **Personal Information:** For most services, we collect basic identifiers such as your name, email address, and company name. This data allows us to maintain communication, facilitate access, and provide services aligned with your needs.
- **Well-Being Clinic Data:** During well-being clinic sessions, we may document minimal session notes to support continuity of care and comply with clinical governance guidelines. These notes are concise and include only what is necessary to provide effective support if follow-up sessions occur.
- **Digital Programme Information:** For users accessing our digital programmes, we collect only your name and email to grant access. Any personal entries or reflections you make within the programme are completely private and inaccessible to our team.
- **Billing Information:** For clients purchasing services, we collect invoicing details, including name, business address, and any necessary contact information.
- **Anonymised Pre- and Post-Session Measures:** To evaluate our services, we gather anonymised data from pre- and post-session assessments, used solely for quality assurance and impact measurement.

2. Purpose of Data Collection

We collect and use personal data to:

- Provide and manage access to our services, including digital programmes and well-being clinics.

- Facilitate effective follow-up and continuity within well-being clinics, ensuring we uphold high standards in mental health support.
- Maintain communication, address client queries, and manage accounts and billing.
- Gather anonymised data for programme evaluation, helping us improve service quality and measure our impact.

We are committed to using data responsibly and only for purposes aligned with our mission of promoting mental well-being.

3. How We Collect Information

We collect personal information directly from you through:

- **Registration forms** for programme access and well-being clinics.
- **Pre- and post-session assessments** to measure progress and outcomes (data anonymised for analysis).
- **Cookies and tracking** on our website, as outlined in our separate [Cookie Policy] to enhance user experience and comply with GDPR regulations.

4. Data Access and Security

We take your privacy seriously and limit data access to authorised *Thrive in Mind* staff involved in administration and support.

- **Data Security:** All data is stored on secure servers with encryption protocols to safeguard your information from unauthorised access.
- **Access Restrictions:** Only our administrative team can view personal data related to programme access, invoicing, and clinical notes. For digital programme users, specific content you enter remains private and cannot be accessed by our staff.

5. Data Sharing Policy

Thrive in Mind does not share any personal data with third parties. Your information remains confidential within our organisation and is used solely to provide and improve our services.

6. Data Retention Period

- **Programme Data:** Information collected for our digital programmes is retained for up to five years and then securely deleted from our systems.
- **Well-Being Clinic Data:** In compliance with UK clinical governance guidelines, clinical notes are retained for seven years post-treatment for adults.

Our data retention periods are designed to comply with legal requirements and support the continuity of care, while ensuring that data is not kept longer than necessary.

7. Your Rights

Under GDPR, you have specific rights regarding your personal data:

- **Access:** You may request a copy of the data we hold about you.
- **Correction:** If any data is inaccurate or incomplete, you have the right to request updates.
- **Deletion:** You may request the deletion of your data under certain conditions.
- **Restriction and Objection:** You can request limitations on how your data is processed or object to certain uses.
- **Unsubscribe:** If you are on our mailing list, each email includes an unsubscribe link for easy opt-out.

To exercise any of these rights, please contact us at contactus@thriveinmind.org.

8. Business Changes and Data Sharing

In the event of changes to business ownership or structure, *Thrive in Mind* will notify you and ensure any transfer of data complies with relevant legal standards. Your data will be protected and managed in line with this Privacy Policy.

9. Updates to This Privacy Policy

Thrive in Mind may update this Privacy Policy periodically to reflect changes in our practices or for legal compliance. Updates will be posted on our website, and, for any significant changes, we will notify you by email to ensure you are fully informed of any adjustments to our data practices.

Contact Us

For questions or concerns regarding this Privacy Policy or to exercise your data rights, please contact us at contactus@thriveinmind.org