

Privacy Notice

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1. Why this notice exists

We understand that information about privacy and data can feel overwhelming, especially if you've had difficult experiences with services in the past. This notice is here to explain, clearly and calmly, how we look after your information, what your rights are, and how you can contact us if you have any questions or concerns.

We are committed to being respectful, transparent, and trauma-informed in how we handle your personal information.

2. Who we are

CogniScience Clinics Ltd provides remote clinical assessments and related services. We are the **data controller**, which means we are responsible for how your personal information is used and protected.

If you have questions about this notice or how your information is handled, you can contact us using the details at the end of this document.

3. What information we collect

We only collect information that is necessary to provide safe and appropriate care. This may include:

- Your name, contact details, and date of birth
- Information you share during assessments or appointments
- Relevant health, developmental, or educational history
- Reports, correspondence, and clinical records
- Communication preferences and any reasonable adjustments

We aim to collect information in ways that feel respectful and proportionate.

4. How we use your information

We use your information to:

- Provide clinical assessments and services
- Communicate with you about appointments and reports
- Ensure care is safe, appropriate, and well-coordinated
- Meet our legal and regulatory responsibilities

We do not use your information for marketing purposes without your explicit consent.

5. Our legal basis for using your information

Data protection law requires us to have a lawful reason for using personal information. Depending on the situation, this may include:

- Your **consent**
- The need to provide health or care services
- Legal or regulatory obligations
- Safeguarding and protection from harm

Where consent is used, you can withdraw it at any time.

6. Confidentiality and information sharing

Your information is treated as confidential. We only share information when it is lawful and necessary, and we aim to share the minimum required.

Information may be shared:

- With your consent
- Where required by law
- Where there are safeguarding concerns or risks of harm

When information is shared, this is done carefully and in line with our Information Governance and Safeguarding arrangements.

7. How we keep your information safe

We use secure systems, access controls, and professional standards to protect your information. Only authorised staff and clinicians have access to records, and access is limited to what is necessary for their role.

If something goes wrong and your information is compromised, we have clear processes in place to respond, investigate, and take action.

8. How long we keep your information

We keep records only for as long as necessary, in line with legal, clinical, and regulatory requirements. Retention periods are based on national guidance and professional standards.

If you would like more information about how long specific records are kept, you can contact us using the details below.

9. Your rights

You have rights under data protection law, including the right to:

- Access the information we hold about you
- Ask for information to be corrected if it is inaccurate
- Request deletion of information in some circumstances
- Restrict or object to certain uses of your information

You do not need to use specific wording to exercise these rights. Requests can be made in writing or verbally.

10. Subject Access Requests

You have the right to request a copy of your personal information. This is known as a **Subject Access Request**.

Requests are handled carefully and securely, and we respond within legal timeframes. We may ask for identification to protect your privacy.

11. If you have concerns or questions

If you have questions, concerns, or would like to exercise your rights, you can contact us at:

Email: contact@cogniscienceclinics.org

Address: Suite 207, Advanced House, Wesley Square, Hartlepool, TS24 8BX

If you are unhappy with how your information has been handled, you also have the right to complain to the Information Commissioner's Office (ICO).

12. Review of this notice

We review this Privacy Notice regularly to ensure it remains accurate, clear, and reflective of how we work.

This notice is written to be clear, respectful, and supportive. If you would like this information in a different format or need help understanding it, please let us know.

