

Last updated: May 10 2018

Data Held:

Session Data-

- Paper copies of sessions, plus consent forms. All locked away in filing cabinet.
- Audio files of sessions. These are held on a computer. The computer is password protected. Archived sessions are held on CDs and stored in filing cabinet.
- Sessions audios are uploaded onto MailBigFile for you to download. They are held there for 28 days.
 - Your files are uploaded with 128-bit SSL encryption.
 - Your files are stored on the MailBigFile servers with 256-bit AES encryption.
 - Your files are downloaded from their servers to your computer using 128-bit SSL encryption.
- Some sessions are held in Dropbox during transition from one device to another, or held there if MailBigFile is unusable for a client. These are removed once used.
- Some audios of sessions are recorded and held on mobile ie if an emergency session is done and I am not at home, or if recording a face-to-face session. These will periodically be uploaded to computer and deleted from mobile.
- Audio sessions are recorded in a room with no other people overhearing.

Emails -

- Emails from clients (and potential clients) are held on computer with password protection. Emails are held for 3 years minimum relating to any conversations which hold information needed for sessions/history of cases as deemed necessary.
- Emails held on server....

Class Registrations -

- Student registration forms, feedback forms, photo release forms & consent forms are held in secure filing system. Records are stored in class date order. Compliant with ICO recommendations. Paper forms may be scanned and saved on computer. Some registration forms are held in emails – if emailed by student.
- Student information maybe held in Dropbox whilst a class is on for easy access while traveling or away from home. These files will be deleted periodically.

Client Data –

- Client mobile phone numbers, email & other contact details shared are held on mobile phone. And therefore are backed up onto iCloud contacts. This is password protected.
- Paper diary of session dates is only source of information not locked away as it is always in use. But Eloise's diary is always with her, not visible to others. And locked away if not in use. Diary will only hold clients full name & possibly phone number if necessary.

- Children’s data is held in same manner as adults – but with the consent given to hold the data by the parent, via the consent form.
- Consent forms are held within client’s files in locked cabinet.
- Once paperwork is no longer needed it will be shredded.
- Paperwork will be held as long as needed for insurance purposes, or for the lifetime of a client.

Online Newsletter & Sign Up Forms -

- Online registrations (for courses, membership area access, newsletter...) are held in ConstantContact. This is password protected & securely held by constant contact. Most people on Eloise’s “mailing lists” have completed double opt-in process online, or have signed offline that they are happy to receive emails & marketing from me.
- Some data is held on MailChimp for certain programmes. This is also password protected and held securely by them.
- All students & clients have signed to say they are happy to be added to my mailing list.

General -

- Everyone can leave and unsubscribe from my mailing lists whenever they like.
- Most of my websites capture user interactions via my FaceBook pixel. These have been de-activated until I can work out how to ensure consent.
- Your IP address maybe tracked or Cookies used by third party sites (for example ConstantContact) to enable functions to work such as “share this” buttons inside emails.