

# Susanne Kaiser Privacy Policy

## Introduction

This privacy policy is provided as part of the GDPR (General Data Protection Regulation).

Susanne Kaiser offers therapy sessions, short seminars and workshops and trainings.

If you have any questions or concerns about this privacy document, contact me at

[susi@calamus.co.uk](mailto:susi@calamus.co.uk)

## When is Personal Data collected by Susanne Kaiser

- When you subscribe to our mailing list to receive newsletters, including other event and relevant information
- As part of therapy sessions
- When you attend seminars and workshops

## What information is collected

- General  
Where an individual has provided personal information for a specific reason, e.g. to subscribe to the newsletter, then the information held will be as defined below for that item. However, where for example, an individual is a client and has signed up for the newsletter, then the information held will include all the data as listed below for both or more of the items.

- Newsletters/ Mailouts

We use newsletters and mailouts to keep you up to date with our programme of upcoming seminars, workshops and process workshops and other relevant news. A third-party provider, MailChimp, is used to deliver this information. Mailchimp provides us with statistics around email opening and clicks using industry standard technologies. This information helps us to monitor and improve our e-newsletter.

[For more information, please see MailChimp's privacy notice.](#) You can unsubscribe to our mailings at any time by clicking the unsubscribe link at the bottom of any of our emails or by emailing us on [susi@calamus.co.uk](mailto:susi@calamus.co.uk)

As part of your subscribing to the newsletters and mailouts, we collect:

Your name and email address as required information.

We may also request the following optional information:

- > The country in which you based if a newsletter is country specific
- > Other information you choose to provide as defined by you
- > Additional information may be held for individuals who have subscribed to the newsletter: Such as in the case of those who are having, or have had, therapy, or attended workshops/ seminars as detailed below.

- Case Notes for Therapy
  - That to fulfil the 'contract' to provide the various therapies, the therapist/facilitator needs to hold certain information about clients, which includes the client's name, contact details, and relevant medical and life history as agreed by them
  - This information is completely confidential
  - The information is used by the therapist to give treatment and review progress with the clients or to contact them about appointments and will not be used for any other purpose.
  - Case history information is stored electronically and is password protected.
  - I am required to maintain case records/ notes for the time periods as defined by both the insurance company and Association's Code of Ethics. The time period varies dependent on whether it applies to an adult, child, or vulnerable person.
  - I do not sell, trade or share any personally identifiable information with third parties unless required by law.
  - This excludes trusted third parties who assist in taking payments (PayPal), iZettle and MailChimp who provides the newsletter/event mailing. Trusted herbal medicine and supplement suppliers and laboratories that are posting products to the patient or carry out tests that have been authorised by the patient.

**How do I protect your information?**

- Electronic information is stored on a computer and is password protected
  - To access the mailing list is via password.
  - Paper forms are held under lock and key
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- Access to your personal information
    - You are entitled to view, amend, or request deletion of the personal information that has been provided by you that we hold. Email your request to myself [susi@calamus.co.uk](mailto:susi@calamus.co.uk)

**Last update 24 May 2018**