

# Website Terms of Use

## Who we are and how to contact us

www.optimismtherapyservices.co.uk is a site operated by Optimism Psychotherapy & Supervision Services Ltd ('We'). Optimism Psychotherapy & Supervision Services Ltd is a company registered in England and Wales. Our registered address is Lake House, 2 Port Way, Port Solent, Portsmouth, Hampshire, PO6 4TY, United Kingdom. We are regulated professionals and adhere to relevant professional body standards where applicable.

To contact us, please email [optimismtherapyservices@outlook.com](mailto:optimismtherapyservices@outlook.com) or call 07703 371656.

## By using our site you accept these terms

By using our site, you confirm that you accept these terms of use and agree to comply with them. If you do not agree to these terms, you must not use our site. We recommend that you print a copy of these terms for future reference.

## We may make changes to these terms

We may amend these terms from time to time. Every time you wish to use our site, please check these terms to ensure you understand the terms that apply at that time.

## How you may use material on our site

We are the owner or the licensee of all intellectual property rights in our site and in the material published on it. Those works are protected by copyright laws and treaties around the world. All such rights are reserved. You may print off one copy, and may download extracts, of any page(s) from our site for your personal use only. You must not modify the materials or use them for commercial purposes without obtaining a licence from us.

## Prohibited uses of our site

You may use our site only for lawful purposes. You must not use our site in any way that breaches applicable law, is unlawful or fraudulent, transmits harmful software, or attempts unauthorised access to our systems. You must not reproduce, duplicate, copy or re-sell any part of our site in contravention of these terms.

## Do not rely on information on this site

The content on our site is provided for general information only. It is not intended to amount to medical or specialist advice on which you should rely. You must obtain professional or specialist advice before taking, or refraining from, any action on the basis of the content on our site. We cannot guarantee a particular outcome as a result of participation in our services.

## **Our responsibility for loss or damage**

We do not exclude or limit liability where it would be unlawful to do so, including liability for death or personal injury caused by our negligence or for fraud. Subject to this, we exclude liability for loss or damage arising from use of, or inability to use, our site.

# Privacy Policy

## Purpose of this privacy policy

This privacy policy explains how Optimism Psychotherapy & Supervision Services Ltd collects and processes personal data through your use of this website and our services.

## Personal data we collect

We may collect personal data including your name, address, email address, telephone number, next of kin information, financial details, and clinical information relevant to therapy or supervision services. We may also collect technical data such as IP address and browsing information through cookies.

## How we use your personal data

We use personal data to provide therapy and supervision services, manage appointments and payments, communicate with you, comply with legal obligations, and improve our services. We do not sell personal data.

## Data retention

Personal data related to services is retained for a minimum of seven (7) years from the last date of service, unless longer retention is required by law or professional standards.

## Your rights

You have the right to request access to your personal data, request correction or erasure, object to processing, restrict processing, request data portability, and lodge a complaint with the UK Information Commissioner's Office (ICO).

## Changes to this Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website.