

Privacy Policy

Effective: June
2025



Introduction

OT4me Ltd is committed to safeguarding the privacy of all individuals whose personal information we collect and process. This policy explains how we collect, use, and protect your personal information in compliance with applicable laws, including the General Data Protection Regulation (GDPR).

Data Collection and Purpose

We may collect the following personal information:

- Name
- Telephone/mobile number
- Email address
- Information relevant to fulfilling our services for individuals or organisations
- Medical/health/developmental
- SEN data

We collect this information for the following purposes:

- Responding to enquiries and providing requested information
- Internal record keeping
- Contacting you for market research or service updates (with opt-out available)
- Sending important updates, information about our services, special offers, or changes relevant to your relationship with OT4me Ltd
- Fulfilling contractual obligations

Legal Bases for Processing

We process personal information under the following legal bases:

- Consent (where you have given permission)
- Legitimate interest (such as providing updates relevant to your relationship with OT4me Ltd)
- Contractual necessity (where required to deliver our services)

Children's Data and Therapy Services in Schools

For schools only : As part of our contracted services with schools, OT4me collects and processes information about children who may benefit from occupational therapy input. This includes personal and special category data such as name, date of birth, school support needs, and clinical

OT4me Ltd

Clinical Directors: Mrs Louise Newton & Mrs Elizabeth Huxford · Company Number: 12400937
t: 01904 501601 · e: enquiries@OT4me.co.uk

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observations. We process this data with appropriate consent and/or under Article 9(2)(h) of the UK GDPR (health or social care purposes).

When working with schools, OT4me acts as a Data Processor and only uses pupil data under the instructions of the school, which is the Data Controller. All data is stored securely using encrypted and access-controlled systems.

Data Minimisation and Retention

We only collect information necessary for the stated purposes. Data collected in relation to new enquiries is retained for 6 months and then deleted. Other personal information is retained only as long as necessary for the purpose for which it was collected, in accordance with our data retention schedule. Further details on retention periods are available upon request.

Data Subject Rights

You have the right to:

- Access your personal information
- Request correction of inaccurate or incomplete data
- Request deletion or restriction of your data where applicable
- Object to certain types of processing, including direct marketing
- Withdraw consent at any time (where processing is based on consent)

To exercise these rights, contact us at the address or email provided below.

Security

We are committed to ensuring your information is secure. We have implemented secure electronic systems and managerial procedures to safeguard and protect your information from unauthorised access or disclosure.

Third Parties and International Transfers

Personal information may be accessed by employees, associates/contracts, and agents of OT4me Ltd only as necessary to perform their duties and only for the purposes outlined in this policy. We do not sell, distribute, or lease your personal information to third parties unless required by law or with your explicit consent.

If your data is transferred outside the UK, we ensure appropriate safeguards are in place in line with data protection legislation.

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Cookies

Our website uses cookies to improve user experience and analyse website traffic. Cookies are only used for statistical analysis and do not collect personal information. You may accept or decline cookies through your browser settings. More information is available at www.allaboutcookies.org.

Links to Other Websites

Our website may contain links to third-party websites. We do not control these sites and are not responsible for their privacy practices. Please review the privacy policy of any external site you visit.

Client Communications

We may use your contact details to send you service updates, information about our services, special offers, or changes relevant to your relationship with OT4me Ltd, under the lawful basis of legitimate interest. You may opt out of these communications at any time by clicking the unsubscribe link in our emails or by contacting us directly.

Controlling Your Personal Information

You may request details of the personal information we hold about you, or request correction, deletion, or restriction of processing. Please contact:

OT4me Ltd, Unit 5, Middlethorpe Business Park, Sim Balk Lane, York YO23 2BD

Email: admin@OT4me.co.uk

Complaints

If you believe we have not handled your information appropriately, please contact Louise Holdsworth, Data Controller, at the above address or via email. You also have the right to lodge a complaint with the Information Commissioner's Office (ICO): www.ico.org.uk.

Policy Updates

We may update this policy from time to time. Please check this page regularly to ensure you are aware of any changes.

International Data Processing

By using our website and communicating electronically with us, you acknowledge that your data may be processed outside the UK. We will ensure that such processing is carried out in accordance with data protection standards and with appropriate safeguards in place.

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t: 07850535965 / 07538423099 · e: admin@OT4me.co.uk

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Contact

For any questions regarding this policy or your personal information, please contact us using the details above.