

Privacy Policy

Your right to privacy is important to us. We take care to maintain your confidentiality in accordance with current data protection laws (GDPR) and the ethical guidelines set forth pertaining to the field of mental health.

To provide you with the best service possible, we will maintain a record of your personal contact details, intake paperwork and ongoing progress notes. Please find below important information about how this information will be maintained and used.

Your personal contact information

At the time of booking, you will be asked for basic contact details including name, email and possibly phone number. This information is stored for the duration of therapy.

We will never pass on your contact details to any third-party organisations for the purposes of sales, marketing or research and will never use your personal data for any purposes other than the administration of the service we are providing to you i.e. to arrange, cancel and rearrange appointments and collect payment for sessions.

Additionally, your personal contact information may be obtained through your email inquiry or phone inquiry. When requesting a consultation call, you are asked to provide your name and phone number. If you choose not to engage in services, your name and phone number will not be maintained.

Online Bookings

When booking online, you will be asked to provide a first and last name as well as email address. This information is stored in the scheduling software database. A link to the pertinent privacy policy is available upon request as well as on the scheduling page of my website. You may also choose, but are not required to, create an online account to manage your appointments. All information stored in the scheduling software is removed upon discontinuation of services.

Your payment details

Payment can be made on site by Zettle card reader or by invoice, which will be emailed to the email address you provide. The only records maintained regarding payment are records of payment. No card or bank information is maintained on file with NeuMind.

Your therapy sessions

We understand that the information you share within the course of therapeutic treatment is personal and we are committed to protecting this information. We create a record for each client to ensure quality of care and effective treatment planning and implementation.

In your initial session you will be asked to fill out a consent form which includes basic personal information including name, date of birth and contact details. Your therapist will conduct an assessment asking for pertinent personal history and symptomology information in order to provide you with the most effective therapeutic treatment. This information is kept with your client file in a digital, password protected file, accessible by only your therapist. This information is maintained for the length of time required by applicable law.

Everything discussed in therapy is confidential. Confidentiality will only be broken when required to do so by law (i.e. in cases of concern for the safety of yourself or someone else when imminent risk is apparent). In such cases we will make every reasonable effort to advise you of the duty to report.

If meeting online, we will use a secure video platform, Doxy or Zoom, and ensure that we are conducting your session in a private and confidential setting. We ask that you are aware of your surroundings and choose a location in which you have sufficient privacy. When dealing with technology, there can be unforeseen circumstances such as loss of connection or technology failure. NeuMind cannot be held responsible for any breaches that occur due to failures in technology.

During the course of therapy, your therapist may seek consultation or guidance from professional peers, in which case, only age, symptomology, and treatment approaches will be discussed with no personal identifying information indicated.

Your therapist will keep progress notes of each session. These notes are for therapeutic use only and help to keep a track of treatment progress. As a general practice, session notes will be brief, including only pertinent information. Session notes are stored digitally in a password protected file only accessible by your therapist.

Your communications with us

NeuMind utilizes Google Workspace for email services. Google's privacy policies and encryption information is available on their website. All phones, tablets and laptops used to respond to your messages are password protected. If you choose to communicate via electronic means, be mindful of the potential limitations around absolute confidentiality of information shared.

Use of Data and Information

The contact information you provide may be used to communicate with you regarding appointments (scheduling, appointment reminders, rescheduling, cancellation, etc.). Your email address may be used to provide electronic invoices or receipts. Your initial assessment, client history, and session notes are utilized for the sole purpose of providing you with effective and comprehensive therapeutic treatment.

Your rights

1. The right to request access to your data

You can request to view the information that we hold about you (contact details, appointment logs etc.) at any time. If during therapy you would like to see your session notes, please let your therapist know. Should you require a copy of your notes after your therapy has come to an end you can make this request by emailing info@neumindfinland.com.

2. The right of rectification

At any point during your time using our services, you have the right to request amendments to your contact details or session notes. This right can be exercised either by speaking directly to your therapist or by contacting us in writing.

3. The right to be forgotten

You can request that we delete and confidentially destroy the information that we hold about you and your sessions at any time. This request can be made by contacting info@neumindfinland.com.

Instances where we would not be able to comply with your request are as follows:

1. a) It is necessary for us to retain these records in order to continue providing an effective service.
2. b) We are compelled to retain these records by a Court of Law.
3. c) We require these records in order to establish, exercise or defend legal claims.

Consent

By engaging in services with NeuMind, you are consenting to our privacy policy which is available by request at any time, or on our website.

You are entitled to withdraw this consent at any time and can do so by emailing info@neumindfinland.com.

Breaches of data protection

In the event of any breach of my data protection policies, we will notify you and the appropriate authority within 72 hours and will seek to rectify the situation immediately.