



Registered Member **251562**
MBACP

NICOLETA POROJANU – PSYCHOLOGIST & THERAPIST

PRIVACY POLICY

At “Nicoleta Porojanu - Psychologist & Therapist” your privacy is a top priority. We are committed to being a good keeper of your Personal Information, handling it in a responsible manner, and securing it with administrative, technical and physical safeguards.

We believe in being honest, direct and transparent when it comes to your data. “Nicoleta Porojanu - Psychologist & Therapist” follows three guiding principles when it comes to your privacy:

- **Openness.** We are open and transparent about what Personal Information we collect and process.
- **Simplicity.** We try to use easy-to-understand language to describe our privacy practices to help you make informed choices about your personal information.
- **Autonomy.** We give you autonomy and control over the Personal Information you provide to us, including your name, email, phone number and life history and how it is used, shared, and retained.

1. INTRODUCTION

At “Nicoleta Porojanu - Psychologist & Therapist”, we empower journeys of personal discovery to enhance lives. To provide and improve the websites and services (collectively the “Services”), we collect, process, and store "Personal Information," which is information that can identify you directly or indirectly, such as your name, email and life history. This Privacy Statement describes our practices for collecting, storing and processing your Personal Information and the controls we

provide you to manage it within our Services. In addition, when you access our website and social media platforms you are exposed to browser cookies and similar tracking technologies.

2. YOUR PERSONAL INFORMATION

The Personal Information contractually required to initiate contact with “Nicoleta Porojanu - Psychologist & Therapist” is limited to your name, an email address, phone number and if you are a paid User your payment information.

By entering an agreement for a Service you are telling us that you understand “Nicoleta Porojanu - Psychologist & Therapist” will collect, process, and share your Personal Information as described in this Privacy Statement.

3. WHAT PERSONAL INFORMATION DO WE COLLECT FROM YOU?

Contact Information

- Your name (required), whether your real name or user name.
- An email address (required), whether it contains your identifiable name or not.
- A phone number (optional), whether it is a contact on your name or not.

Payment Information

- Payment information, such as the name of the bank account holder and the sort code and bank account number that makes the payment.

Life History Information

When you enter a therapy programme or other Service we collect the information that you provide about yourself, your family and your circumstances.

User Provided Content

We collect information when you voluntarily contribute to the Services, for example, content you upload or contributions to Blog, social media platforms and community discussions, such as photos, videos, written comments, likes and follows, and information you voluntarily provide in response to our email surveys or questionnaires available through the Services.

Your Communications

We host and maintain your communications with other Users through the communications features on our website and social media platforms, and also collect your information when you communicate with our support team.

Contests and Promotions

We collect Personal Information when you voluntarily participate in contests and special promotions we run or sponsor.

Other Protected Classifications and Sensitive Data

We may collect information related to certain protected classifications such as gender, race, ethnicity, age or marital status.

4. HOW DO WE USE YOUR PERSONAL INFORMATION?

Contact, Payment, Life History, User Content, Sensitive Data and Promotion Information

We use your Personal Information to provide, personalize, improve, update and expand our Services. This includes:

- Allowing you access to the Services
- Processing your payments for Services or subscriptions
- Building new and improving existing Services
- Helping you reach insights about yourself, your family, the other people and the world
- Issuing surveys and questionnaires for use in the Services, as well as facilitating product development and research initiatives
- Conducting practitioner, statistical, and historical research
- Enforcing our Terms and Conditions

Communications

We use your Personal Information to communicate with you about the Services, such as when we:

- Respond to your inquiries to our support team
- Inform you of changes to Services or new Services
- Ask you to participate in surveys or testimonials

Marketing Communication

We may use some Personal Information to market our Services. This marketing includes advertising based on your interests.

Please note: We do not share your Personal Information with third-party marketers, insurance companies, etc. and we will not use your information for marketing or personalized advertising without getting your explicit consent.

For any consent based marketing we do, you can control how we market to you by using the unsubscribe link in any marketing email you receive from us.

5. WHAT INFORMATION DO WE SHARE, WHEN AND WHO ARE THE RECIPIENTS?

“Nicoleta Porojanu - Psychologist & Therapist” does not share your identifiable individual Personal Information with supervisors or other third-parties, except when enforced by the Court and with your additional consent. We do not voluntarily share your information with law enforcement.

Legal or Regulatory Process

We may share your Personal Information if we believe it is reasonably necessary to:

- Comply with valid legal process (e.g., subpoenas, warrants)
- Protect the security or integrity of the Services or
- Protect the rights, property, or safety, of the Service providers and Users.

Illness or Death

If “Nicoleta Porojanu - Psychologist & Therapist” is unable to provide the Service due to illness or death the service can be transferred to a supervisor or a peer with the consent of the User, event in which we will share your Personal Information with the new provider of Service

6. YOUR RIGHTS REGARDING YOUR PERSONAL INFORMATION

Right of Access/To Know – You may have a right to request access to your Personal Information and to be provided with a copy of certain information including the categories of your Personal Information we collect and disclose.

Right of Rectification/Correction – You may have the right to request that we rectify or correct inaccurate Personal Information about you.

Right of Erasure/Deletion – You have the right, in certain cases, to request that we delete your Personal Information, provided there are valid grounds for doing so and subject to applicable law.

7. WHAT IS OUR RETENTION PRACTICE?

“Nicoleta Porojanu - Psychologist & Therapist” Services involve a personal journey of self-discovery which is not a one-time event and continues over lengthy periods of time, sometimes even a lifetime. Our retention practice aims to retain User data in the event they decide to return and access free or paid Services in the future. We are lawfully required to retain full records of the Personal Information you provide until seven years after the last date of the Service delivery.

8. OUR SECURITY

“Nicoleta Porojanu - Psychologist & Therapist” maintains a comprehensive information security program designed to protect our clients’ Personal Information using administrative, physical, and technical safeguards.

The specific security measures used are based on the sensitivity of the Personal Information collected. We have measures in place to protect against inappropriate access, loss, misuse, User identification or alteration of Personal Information under our control.

We regularly review our security and privacy practices and enhances them as necessary to ensure the integrity of our systems and your Personal Information.

We use secure server software to encrypt Personal Information and secure encrypted online platforms for our Services. While we cannot guarantee that loss, misuse or alteration of data will not occur, we use reasonable efforts to prevent this.

It is also important for you to guard against unauthorized access to your Personal Information by protecting against the unauthorized use of your own accounts, computer or device in communication with us.

9. CHANGES TO THIS STATEMENT

We may modify this Privacy Policy at any time, but we will provide you with an advance notice of any material changes to this Statement, such as posting a notice through the Services, on our websites or sending you an email, to provide you with the opportunity to review the changes and choose whether you want to continue using our Services or not.

We will also notify you of non-material changes to this Statement as of their effective date by posting a notice through the Services, on our websites, or sending you an email.

If you object to any changes, you may stop using the Services.

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