



G D P R T e r m s a n d C o n d i t i o n s

At Ascend Wellness, your privacy and the protection of your personal data are of utmost importance to us. This statement outlines how we collect, use, store, and protect your information in compliance with the General Data Protection Regulation (GDPR).

Data We Collect

At Ascend Wellness we collect and process the following personal data:

- **Contact Information:** Name, address, phone number, email address.
- **Personal Details:** Date of birth, gender, emergency contact information.
- **Health Information:** Medical history, mental health status, therapy notes, and records.
- **Financial Information:** Payment details, billing information.

Purpose of Data Collection

Your personal data is collected for the following purposes:

- To provide effective and personalised therapy services.
- To maintain accurate and up-to-date records of your treatment.
- To comply with legal and regulatory requirements.
- To communicate with you regarding appointments, treatment, and billing.

Legal Basis for Processing

The legal basis for processing your personal data includes:

- **Consent:** By continuing to use our website to complete orders or to use our contact or intake form, you are agreeing to these GDPR terms and consenting to the processing of your data.
- **Legal Obligation:** Compliance with legal and regulatory requirements.
- **Legitimate Interests:** Processing necessary for our legitimate interests, provided your rights and interests do not override these.

Data Storage and Security

We implement appropriate technical and organisational measures to protect your personal data against unauthorised access, alteration, disclosure, or destruction. Your data is stored securely in encrypted digital records and password protected devices.

Data Retention

We retain your personal data for as long as necessary to fulfill the purposes for which it was collected and to comply with legal, accounting, or reporting requirements. Typically, this means retaining therapy records for 8 years after the end of your treatment.

Your Rights

Under GDPR, you have the following rights regarding your personal data:

- **Right to Access:** You can request access to your personal data.
- **Right to Rectification:** You can request correction of inaccurate or incomplete data.
- **Right to Erasure:** You can request deletion of your personal data under certain conditions.
- **Right to Restrict Processing:** You can request a restriction on the processing of your data.
- **Right to Object:** You can object to the processing of your personal data under certain conditions.
- **Right to Withdraw Consent:** You can withdraw your consent at any time, where processing is based on consent.

Complaints

If you believe that your data protection rights have been violated, you have the right to lodge a complaint with the relevant supervisory authority in your country.

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