

Privacy Policy

The Carolyne OT LTD occupational therapy practice (the Practice) understands that by visiting this website, you would want any personal information shared with us during your visit to be stored and processed securely.

This Privacy Policy explains what personal information we collect from you and the purposes for which it will be used. We treat all information submitted to us in accordance with the terms of this Privacy Policy (which may be updated from time to time) and in strict compliance with the provisions of prevailing Data Protection and GDPR legislation. In this regard, Carolyne OT LTD is the Data Controller and Data Processor of all personal information provided to us. The lawful basis for us storing and processing your personal information is for the performance of a contract between us and the condition is condition (h) i.e. for medical reasons.

Please read this policy carefully. By accessing or using this website, you are deemed to agree to the terms of this policy, and if you do not agree with it, then you must not use our website or send us any personal information.

This Privacy Policy was last updated on 22/07/2026.

What information do we collect and why do we need it?

We do not collect any personal information from you during your visit to our website.

You may choose to email us using the contact email address provided on this website. Once we receive your email, this information (that may include personal information) is stored and processed securely by our email system which is currently provided by a Third Party. We retain all email correspondence you have with us. This helps us to keep track of any dialogue we have with you and means that we can quickly deal with any problems or concerns that you may have with our products or services.

We may automatically collect some website usage information from you during your visit to our website to help us provide better services. This may be done through cookies or other site usage tracking tools, depending on the website platform and hosting provider used.

A cookie is a small text file which is transferred from a website and stored on your computer. The Practice never permanently stores any personal information in cookies that can be used to identify you, such as your name or account numbers. For further information and for browser-specific instructions on how to restrict or block cookies, please visit the Interactive Advertising Bureau site: <http://www.allaboutcookies.org>.

At present, this website is intended to be a simple static website. It does not use WordPress login cookies, WordPress admin cookies, PHP session cookies or Google Analytics cookies unless those tools are added later.

We use the following cookies on our website:

Cookie Name	Cookie Category	Description	Duration
None currently set	N/A	No site cookies are currently set.	N/A

If analytics, forms, embedded content or other third-party tools are added in the future, this policy should be reviewed and updated to explain what those services collect and whether cookies are used.

How we use your personal information

Any personal information provided by yourself via the contact email address we provide on this website will be used to correspond with you and to deliver the occupational therapy services you requested. We will not sell or rent your personal information to anyone else. There are circumstances where we will need to securely share personal information you have provided to us so we can deliver the occupational therapy services you requested. These circumstances are as follows:

- Personal information on our clients may be shared with parents, carers, teachers and other medical professionals as and when required and where consent has been obtained from the parent(s);
- Personal information on our clients may be shared with the appropriate authorities if we are required to by law in which case you will be informed thereof.

Website usage information collected automatically during your visit to our website is used to monitor website usage and improve the childot.co.uk website.

Your Rights

You have the following rights over any of your personal information supplied to us:

- The right to be informed - you have the right to be informed about how we collect and use your personal information. We trust this Privacy Policy is useful in this regard.
- The right of access - you have the right to be given a digital copy of your personal information in a commonly used electronic format at any time;
- The right to rectification - you have the right to request us to correct any incorrect personal information;
- The right to restrict processing - you have the right to request us to simply store and not process or use your personal information. This means that we may not be able to complete the work we were contracted to do for you and we will need to be reimbursed for work undertaken to date;
- The right to data portability - you have the right to be given a digital copy of your personal information in a commonly used electronic format at any time if you wish to use this information to enable you to enter into a contract with another service provider. We will need to be reimbursed for work undertaken to date;
- The right to object - you have the right to object to the way in which we store, process and use your personal information and we will be happy to discuss alternative options. In extreme cases, we may not be able to complete the work we were contracted to do for you and we will need to be reimbursed for work undertaken to date;
- Rights in relation to automated decision making and profiling - we do not use your personal information for this purpose, but if we did, you would have the right to object to us using your personal information in this way;

You do not have the following right over any of your personal information supplied to us:

- The right to erasure - as the personal information we hold is of a medical nature (see condition (h) above) you do not have an automatic right of erasure. Personal information is kept in accordance with our Data Retention obligations below. If we do not agree to a request to erase your personal information, you have the right to complain to the ICO and also have the right to judicial remedy.

If you need to assert any of the above rights, please contact Carolynne Oates at carolyne.oates@childot.co.uk.

Data Retention and Security

Personal information on our clients will be retained until their 25th birthday (or their 26th birthday if the client was 17 at the conclusion of their treatment). After this, digital information will be deleted and hardcopy information will be shredded.

Security is of crucial importance to the Practice and we use a variety of security features to keep our website and information secure. We use HTTPS Transport Layer Security (TLS) encryption technology to safeguard web traffic. We use additional security procedures to keep your information secure by taking appropriate technical and organisational measures against its unauthorised or unlawful processing and against its accidental loss, destruction or damage.

Please remember that normal Internet email is insecure by its very nature. It is also important for you to protect yourself against unauthorised access to your password and to your computer. Be sure to sign off (log-out) when using a shared computer. If you receive an email purporting to be from us requesting you to provide personal information such as banking or credit card data, please treat it as suspicious. We will never send you emails requesting you to provide us with personal information in this way.

Updates to this Policy

We may update the terms of this Privacy Policy from time to time and you should check it regularly. Your use of this website is subject to this Privacy Policy and to our Terms of Use.

Obtaining Further Information

If you have any additional questions about your personal information held and used by the Practice or about our Privacy Policy, please contact Carolynne Oates at carolynne.oates@childot.co.uk.

Alternatively, you may write to her at the following address:

Carolynne Oates
2 Toomers Wharf
Canal Walk
Newbury
RG14 1DY

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