Privacy Policy

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1. Data controller

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2. Data that may be processed

Depending on how you use the website and services, the following data may be processed:

- Identity and contact details, such as name, email address and phone number; email and SMS correspondence.
- Appointment dates, consultation type and booking, payment, cancellation and rescheduling status.
- Parent or guardian consent information, including the representative's identity and contact details, the young person's name and date of birth, their relationship and required statements.
- Payment amounts, currency, transaction identifiers and payment or refund status.
- Confirmations that documents have been read and statements made, including document version, confirmation date and technical browser information.
- Information shared during psychological work, including mental or physical health information and other special categories of data where provided in connection with the service.
- Technical website information, such as IP address, browser type, diagnostics and cookie information.

Health information is a special category of personal data and requires additional protection.

3. Purposes and legal bases

Data may be processed for the following purposes and on the following bases:

- Responding to enquiries, booking and entering into or performing a contract: Article 6(1)(b) GDPR.
- Accounting, tax and other legal obligations: Article 6(1)(c) GDPR.
- Service security, preventing abuse and establishing, exercising or defending legal claims: Article 6(1)(f) GDPR.
- Health and other special-category data shared during private psychological work: an applicable condition under Article 9(2) GDPR; where explicit consent is used, Article 9(2)(a).
- Analytics and marketing cookies, where consent is required: the visitor's consent.

4. Information shared during consultations

Information is used only as needed to provide the service, maintain continuity of work, ensure safety and comply with legal obligations. The psychologist is bound by professional confidentiality.

Email and SMS contact is primarily for organisational matters. Do not send detailed health information by ordinary email or SMS unless necessary. A detailed history should primarily be discussed during a consultation.

5. Cal.com and individual patient links

Cal.com is used to organise appointments and may process the information needed to handle a booking, including name, email address, date, consultation type and booking-form answers. The form should be limited to organisational information; detailed health information should not be provided at this stage.

After an appointment is individually agreed, the Client may receive a link to read documents, make required statements and continue to Stripe payment. Treat this link as confidential and do not share it with third parties.

An administrative system using a Supabase database handles contact details, appointments, payment status and document confirmations. It may receive booking and payment data from Cal.com and Stripe. Organisational forms are not for clinical notes, diagnoses or consultation content.

6. Tally

Tally is used for the parent or legal guardian's consent form for a young person's individual consultations. It may process the representative's identity and contact details, the young person's identity and date of birth, the relationship, required statements and technical submission data.

Tally provides the form tool and processes submitted information on the controller's behalf. According to Tally, form data is encrypted during transfer and storage and stored in Europe. The form is not intended for diagnoses, treatment histories or detailed clinical information.

7. Google Meet

Online consultations take place through Google Meet. Its provider may process technical information needed to establish and secure the call. The psychologist does not record consultations without prior information and the appropriate consent.

8. Payments

An external provider, particularly Stripe, may handle payments. The controller does not receive or store full payment card details.

9. Recipients

Information may be shared with or processed by providers supporting the practice, only to the extent needed for their tasks:

- Cal.com for booking; Supabase for the administrative database and authentication; Tally for parent or guardian consent forms; Stripe for payments.
- Email providers and the telephone operator handling SMS; Google Meet and other Google technical services used in the practice; Vercel for website hosting.
- Accounting, legal and IT support providers where necessary; public authorities where disclosure is required by law.

10. Transfers outside the European Economic Area

Some providers may process data outside the EEA. Where a transfer takes place, it uses mechanisms provided for by the GDPR and the relevant provider's arrangements.

11. Retention

Data is retained only as long as necessary for its purpose and, where justified, for periods required by law or needed to establish, exercise or defend claims. Accounting data is kept for the periods required by tax and accounting law.

Data processed solely on consent is retained until consent is withdrawn or its purpose ends earlier, unless another legal basis requires continued retention of specific information.

12. Providing information

Providing the details needed to book and enter into a contract is voluntary, but not providing them may prevent booking or delivery of a service. Detailed health information is not required in the booking system.

A Client can decline a question during a consultation. In some circumstances, absence of information necessary for safe and appropriate support may limit the ability to continue the service.

13. Your rights

As provided by the GDPR, you may have rights of access, rectification, erasure, restriction, portability, objection and withdrawal of consent where consent is the basis of processing. Withdrawal does not affect the lawfulness of processing before withdrawal.

If health data essential to the service is processed on consent, withdrawal may prevent continuation of that service. You can complain to the President of the Personal Data Protection Office in Poland (Prezes UODO).

14. Automated decisions

The controller does not make decisions with legal or similarly significant effects on Clients solely by automated means in connection with psychological consultations.

15. Cookies, Google Analytics and Google Ads

The website uses essential cookies and analytics or marketing tools, including Google Analytics and Google Ads. These tools may store cookies according to Google’s configuration and the visitor’s browser settings. You can restrict or remove cookies through your browser settings.

16. Contact

For personal data matters, email info@dagmarawroblewska.com. For consultation organisation, you can also send an SMS to +48 571 998 530. Sending an enquiry does not constitute consent to receive marketing.

17. Updates

This policy may be updated following changes to the website, tools, services, processing or applicable law. The current version is published on the website.