Privacy Policy

Rising Horizons Occupational Therapy Services

Website: https://www.risinghorizonsot.co.uk
Last updated: October 2026

1. Introduction

Rising Horizons Occupational Therapy Services ("Rising Horizons", "we", "us" or "our") is committed to protecting your privacy and keeping your personal information safe and confidential.

This Privacy Policy explains how we collect, use, store and protect personal information when you visit our website, contact us, enquire about our services or receive occupational therapy services from us.

We comply with applicable UK data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

We recognise that the information we handle may include sensitive personal and health information, particularly when providing services to children and young people with additional needs.

2. Who we are

Rising Horizons Occupational Therapy Services is an independent occupational therapy service providing support to children and young people, their families and educational settings.

For data protection purposes, Rising Horizons Occupational Therapy Services acts as the Data Controller for personal information collected and processed in connection with its services, unless otherwise agreed in writing.

Contact details:

Business name: Rising Horizons Occupational Therapy Services
Website: https://www.risinghorizonsot.co.uk
Email: [Insert business email address]
Postal address: [Insert business correspondence address]

If you have any questions about this Privacy Policy or how your information is handled, please contact us using the details above.

3. What personal information do we collect?

Depending on the nature of your enquiry or the services provided, we may collect the following information:

A. Parents, carers and families

- Name and contact details.
- Email address and telephone number.
- Relationship to the child or young person.
- Relevant information provided about the child's needs.
- Communication and correspondence relating to services.

B. Children and young people receiving occupational therapy

- Name, date of birth and age.
- Educational setting and school information.
- Developmental history and relevant medical history.
- Information about disabilities, diagnoses and additional needs, where relevant.
- Sensory processing and occupational performance information.
- Assessment results and clinical observations.
- Information about self-care, motor skills, play, learning and participation.
- Occupational therapy reports, recommendations and intervention plans.
- Information about progress towards agreed goals.

C. Schools, educational settings and professionals

- Names and professional contact details.
- Job titles and organisational information.
- Relevant correspondence about referrals and occupational therapy provision.
- Information shared to coordinate support for a child or young person.

D. Website visitors

When you visit our website, certain technical information may be collected, depending on the website platform and cookies used. This may include:

- IP address.
- Browser and device information.
- Pages visited and website usage information.

- Cookie preferences and other technical information.

4. How do we collect your information?

We may collect personal information through:

- Direct enquiries by email, telephone or website contact forms.
- Parents, carers or legal representatives.
- Referral forms and service questionnaires.
- Schools, colleges, nurseries and educational professionals.
- Local authorities and commissioning organisations.
- Other healthcare or educational professionals involved in a child's care.
- Occupational therapy assessments and intervention sessions.
- Correspondence and information shared during the delivery of services.

Where information is received from a third party, we will handle it in accordance with applicable data protection requirements.

5. Why do we collect and use your information?

We collect and process personal information for the following purposes:

- To respond to enquiries and requests for information.
- To arrange initial consultations and occupational therapy appointments.
- To assess a child's occupational performance and identify their support needs.
- To prepare occupational therapy assessments and reports.
- To develop appropriate intervention plans and recommendations.
- To support children's independence, participation and wellbeing.
- To communicate with parents, carers, schools and relevant professionals.
- To coordinate and deliver agreed occupational therapy provision.
- To monitor progress and review agreed outcomes.
- To manage bookings, invoices and payments.
- To maintain appropriate clinical and business records.
- To meet legal, professional, insurance and regulatory obligations where applicable.
- To improve our services and maintain website security.

We will only collect and use information that is relevant and necessary for these purposes.

6. Lawful basis for processing personal information

Under UK GDPR, we must have a lawful basis for processing personal information.

Depending on the circumstances, we may rely on the following lawful bases:

Contractual necessity: To take steps before entering into an agreement and to provide the services requested or agreed with parents, carers, schools or commissioning organisations.

Legitimate interests: To respond to enquiries, manage our business, maintain appropriate records, communicate with relevant parties and protect our services, where these interests do not override an individual's rights and freedoms.

Legal obligation: Where we are required to retain, disclose or process information to comply with applicable legal requirements.

Consent: Where we rely on consent for a particular purpose, such as optional marketing communications or non-essential cookies. Consent can be withdrawn at any time.

Special category information

Occupational therapy services may involve processing special category personal data, including information about a child's physical or mental health, disability, developmental needs and medical history.

Where we process health information, we will identify and rely on an applicable Article 9 UK GDPR condition, alongside an appropriate Article 6 lawful basis. This may include processing necessary for the provision or management of health or social care services, where the relevant legal requirements are met.

We take particular care to ensure that sensitive information is accessed and shared only where appropriate and necessary.

7. Children's personal information

Our services are primarily intended for children and young people.

We recognise the importance of protecting children's personal information and handling it with additional care.

We generally communicate with parents, carers or individuals with parental responsibility when arranging and delivering services to children.

We will:

- Collect information relevant to the child's occupational therapy needs.
- Use information only for appropriate and identified purposes.
- Maintain confidentiality when preparing assessments and reports.
- Share information with parents, carers, schools and relevant professionals where there is an appropriate lawful basis.
- Take reasonable steps to protect children's personal information from unauthorised access or disclosure.

We will consider the child's age, understanding, wishes and applicable confidentiality requirements when handling their information.

8. Who do we share personal information with?

We do not sell or rent personal information to third parties.

Where necessary and lawful, information may be shared with:

- Parents, carers or individuals with parental responsibility.
- Schools, colleges, nurseries and SENCOs.
- Local authorities and commissioning organisations.
- Healthcare professionals and other relevant members of a multidisciplinary team.
- Professional advisers, insurers and legal representatives where appropriate.
- Service providers supporting our business operations, such as website hosting, secure email, administration and payment processing providers.
- Relevant authorities where disclosure is required by law or necessary to protect a child or another individual from serious harm.

We only share information that is relevant and necessary for the purpose of sharing it.

Where appropriate, information will be shared securely and with due regard to confidentiality.

9. Confidentiality and safeguarding

We take confidentiality seriously.

Personal and clinical information is treated as confidential and is not disclosed without an appropriate lawful basis.

However, confidentiality is not absolute.

There may be circumstances where we need to share relevant information without consent, for example:

- Where there are safeguarding concerns involving a child or vulnerable individual.
- Where there is a serious risk of harm to the child or another person.
- Where disclosure is required by law or a court order.
- Where sharing is otherwise permitted or required under applicable data protection legislation.

Where appropriate and safe to do so, we will explain the reasons for sharing information.

10. How do we store and protect your information?

We take reasonable and appropriate technical and organisational measures to protect personal information against:

- Unauthorised access.
- Accidental loss or destruction.
- Unauthorised alteration.
- Misuse or disclosure.

These measures may include password-protected devices, restricted access to records, secure electronic storage, appropriate access controls and secure communication methods.

Only individuals who have a legitimate need to access personal information will be permitted to do so.

Although we take reasonable steps to protect information, no electronic storage or transmission method can be guaranteed to be completely secure.

11. How long do we keep your information?

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected, including legal, accounting, insurance, safeguarding and record-keeping requirements.

Clinical and occupational therapy records will be retained in accordance with our applicable record-retention schedule and any relevant legal, contractual and professional requirements.

Business and financial records will be retained for the periods required by applicable tax and accounting legislation.

When information is no longer required, it will be securely deleted or destroyed.

12. Your data protection rights

Under UK GDPR, individuals have certain rights in relation to their personal information.

Depending on the circumstances, these include:

- **Right of access:** To request a copy of the personal information we hold about you.
- **Right to rectification:** To request correction of inaccurate or incomplete information.
- **Right to erasure:** To request deletion of personal information in certain circumstances.
- **Right to restrict processing:** To request that we limit how we use your information in certain circumstances.
- **Right to data portability:** To request a copy of certain information in a commonly used electronic format.
- **Right to object:** To object to certain types of processing, including processing based on legitimate interests.
- **Right to withdraw consent:** Where processing is based on consent, you may withdraw it at any time.

These rights are subject to applicable legal exemptions and circumstances. For example, we may need to retain certain clinical or financial records even where deletion is requested.

To exercise your rights, please contact us using the contact details provided in Section 2.

We may need to verify your identity before responding to a request.

13. Website cookies

Our website may use cookies and similar technologies to ensure that the website operates correctly and to understand how visitors use it.

Cookies are small text files stored on your device.

Depending on the website platform and services enabled, cookies may be used for:

- Essential website functionality and security.
- Website performance and analytics.

- Remembering website preferences.
- Supporting third-party website features.

Where required, we will obtain your consent before placing non-essential cookies on your device.

You can manage cookie preferences through the website's cookie settings, where available, or through your browser settings.

Please note that disabling certain cookies may affect website functionality.

14. Third-party websites and links

Our website may contain links to external websites or third-party resources.

These websites operate independently and have their own privacy policies and data protection practices.

Rising Horizons Occupational Therapy Services is not responsible for the privacy practices or content of external websites.

We recommend reviewing the privacy policy of any external website you visit.

15. International transfers

Some of the service providers supporting our website or business operations may process or store information outside the United Kingdom.

Where personal information is transferred internationally, we will ensure that an appropriate transfer mechanism and safeguards are in place in accordance with applicable UK data protection legislation.

Further information about relevant safeguards can be requested using our contact details.

16. Complaints and concerns

If you have concerns about how your personal information is being handled, please contact us in the first instance so that we can investigate and respond.

You also have the right to raise a complaint with the Information Commissioner's Office (ICO), the UK's independent data protection regulator.

Information Commissioner's Office (ICO)

Website: https://ico.org.uk/
Telephone: 0303 123 1113

17. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our services, business operations, website functionality or applicable data protection legislation.

Any updated version will be published on our website with a revised last-updated date.

We encourage visitors and service users to review this policy periodically.

18. Contact us

If you have any questions about this Privacy Policy, wish to exercise your data protection rights or have concerns about how your personal information is handled, please contact:

Rising Horizons Occupational Therapy Services

Website: https://www.risinghorizonsot.co.uk
Email: info@risinghorizonsot.co.uk

We will aim to respond to requests within the applicable statutory timeframes.