

Privacy Policy

J.B.O.T. UK Ltd | Effective 28 September 2026 | Version 2.0

J.B.O.T. UK Ltd provides occupational therapy, sensory and neurodevelopmental services to children and adults in England and Wales. This notice explains how we use personal information through our website, enquiries, bookings and professional services. It replaces the 1 November 2022 notice.

Who is responsible

J.B.O.T. UK Ltd is the controller for information it determines how to use. Contact **info@jbotuk.com** about privacy or to request our current postal address. Website: **www.jbotuk.com**. In some contracted work another organisation may be the controller; we will explain that arrangement when it applies.

Information we collect

This may include names, contact details, date of birth, referral and family details, educational and employment information, payment and appointment records, correspondence, assessment responses, health and disability information, clinical observations, reports, safeguarding information, and website technical or cookie data. We may receive relevant information from you, a parent or carer, referrer, school, employer or healthcare professional, with an appropriate basis for doing so. We collect only what is relevant to the service or purpose.

Why and on what basis we use it

Enquiries, bookings and delivery of agreed services: contract or steps requested before a contract; where another person arranges a service, legitimate interests may apply to relevant administration.

Clinical assessment, records and professional communication: contract or legitimate interests, and, for health information, the health or social care condition in Article 9(2)(h) UK GDPR where its requirements are met. We assess the basis for each service and record it.

Safety, safeguarding, complaints, professional and legal duties: legal obligation or legitimate interests as relevant, with a suitable special category condition where needed, including substantial public interest in safeguarding where applicable.

Accounts and tax: legal obligation and contract. **Optional marketing or testimonials:** we use a valid consent route where required and seek separate permission before using an identifiable testimonial or clinical story. **Website analytics and optional cookies:** see the Cookie Policy and the choice mechanism on the website.

Children and confidentiality

We explain information use in a way the child can understand, according to age and communication needs. A parent or carer does not automatically have unrestricted access to a young person's confidential information. We consider capacity, parental responsibility, the child's interests, professional duties and safeguarding circumstances before sharing. We may share information without consent when necessary and lawful to protect someone from harm.

Who receives information

Access is limited to authorised personnel and relevant contractors. We may share necessary information with a referrer, GP, healthcare professional, school, employer or local authority in line with the service agreement, consent and professional judgment; with safeguarding services or police when appropriate; with insurers, advisers or regulators where required; and with secure suppliers that support hosting, email, records, video appointments, payment and website services under appropriate arrangements. A report is shared with the agreed recipients; we explain material changes in recipients.

International transfers and security

Some service providers may process data outside the UK. Where that occurs, we use an applicable adequacy decision or approved transfer safeguard and assess the transfer as required. We use access controls and proportionate technical and organisational security. No online transmission is entirely risk free. Please tell us promptly if you believe information has been sent to the wrong recipient.

How long we keep information

We keep clinical, safeguarding, business and website records under a documented retention schedule, taking account of professional guidance, legal duties, the person's age and any continuing need for the record. We securely delete or anonymise information when its retention period ends, unless a claim, investigation or other legal reason requires longer. The former blanket wording of "90 days to 2 years after user accounts remain idle" does not describe clinical records. Ask us for the period relevant to your record; our detailed schedule should be confirmed before publication.

Your rights and concerns

You may ask for access, correction, erasure, restriction, portability or object to certain uses, subject to legal limits. Where processing relies on consent, you may withdraw it without undoing earlier lawful use. Contact **info@jbotuk.com**. We may need to verify identity and will respond within the applicable legal period. You may complain to the Information Commissioner's Office at **ico.org.uk/make-a-complaint**.

Changes to this notice

We publish updates with a new date and communicate material changes where appropriate. Using the website does not itself constitute consent to processing that requires consent.