

Privacy Policy

1. Introduction

IPAW (Integrating Psycho-Aesthetic Wellness) is a trading name of **The Kc Consultancy Group Limited** (“we”, “us”, “our”).

KC Consultancy Group Limited provides a range of services including:

- Psycho-aesthetic consultation and wellbeing services (via IPAW)
- Psychologically informed consultancy for organisations and individuals
- Training, education, and professional development
- Media engagement and specialist contributions
- Written content for professional and specialist publications

This Privacy Policy explains how we collect, use, store and protect your personal data across these activities, including when you:

- Visit our website (www.ipaw.org.uk)
- Contact us or make an enquiry
- Are referred for consultation via IPAW
- Receive assessment, screening, or aftercare support
- Engage with consultancy, training, media, or educational services

We process personal data in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

2. Data Controller

The data controller responsible for your personal data is:

The Kc Consultancy Group Limited

This includes data processed under the trading name **IPAW**.

3. Information We Collect

We may collect and process the following types of personal data:

a) Personal and Contact Information

- Name
- Email address
- Contact details

b) Referral and Clinical Information

- Information provided by healthcare professionals (e.g. GP, consultant, nurse)
- Psychosocial and wellbeing information
- Information relevant to pre-treatment assessment or suitability

c) Aftercare and Support Information

- Follow-up notes
- Wellbeing updates
- Communication records

d) Technical Data

- IP address
 - Website usage
 - Device and browser data
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4. How We Use Your Information

We use your data to:

- Respond to enquiries
 - Assess suitability for consultation or services
 - Deliver screening, consultation, and support
 - Provide aftercare and wellbeing support
 - Communicate with referring professionals
 - Deliver consultancy, training, and media-related services
 - Meet legal, ethical and safeguarding obligations
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5. Processing of Sensitive (Special Category) Data

IPAW processes **special category data**, including health and psychosocial information, where necessary.

This is used to:

- Assess suitability for treatment or consultation
- Provide screening and professional opinions
- Support safe wellbeing and care decisions
- Deliver aftercare support

Legal Basis

We rely on:

- **Explicit consent** (where required)
- **Provision of health or social care services**
- **Substantial public interest**, where applicable

All data is handled with strict confidentiality and safeguards.

6. Referrals

We may receive referrals from:

- GPs
- Consultants
- Nurses
- Other professionals

Information is used solely for:

- Assessment
 - Determining appropriate pathways
 - Supporting safe outcomes
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7. Reports and Referrer Communication

Following consultation:

- **A report or outcome summary will usually be shared with the referring professional and or the referred.**
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This may include:

- Assessment outcomes
- Recommendations

- Relevant psychosocial insights
- Wellbeing guides
- Psychologically informed Preparation and Aftercare materials

This sharing is:

- Necessary for care coordination
 - Limited and secure
 - Based on consent and/or clinical necessity
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8. Aftercare and Wellbeing Support

We may provide ongoing support following consultation, including:

- Follow-up communication
- Wellbeing monitoring
- Guidance and recommendations

Relevant information may be recorded to ensure safe and appropriate care.

9. Confidentiality and Safeguarding

All information is treated as confidential.

However, we may share information where necessary if:

- There are concerns about **safety or welfare**
- There is a **risk of harm**
- We are required by **law or safeguarding duties**

Any sharing will be:

- Proportionate
 - Necessary
 - Appropriate
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10. Sharing Your Data

We do not sell your data.

We may share information with:

- Referring professionals
- Other professionals involved in care
- Trusted service providers
- Internally within KC Consultancy Group Limited where required

All sharing is limited and secure.

11. Use of Third-Party Systems

We use trusted providers for:

- Secure cloud storage (e.g. document systems)
- Website hosting and domains
- Email and communications
- Online consultations/ Appointments.

We ensure:

- Providers are appropriate and compliant
 - Data is protected and access-controlled
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12. Use of Video Conferencing and Session Recording

IPAW may conduct consultations via secure video conferencing platforms (e.g. Zoom).

Where appropriate:

- Sessions may be **recorded** for clinical, assessment, training, or quality purposes
- Recordings are stored securely and access is restricted
- Recordings are retained only for as long as necessary

You will be informed if a session is being recorded.

Where required, recordings will only be made with your **consent**.

13. Use of AI-Supported Tools

IPAW may use **secure, professional AI-supported tools** to assist with:

- Note-taking and summarising sessions
- Drafting reports or documentation
- Administrative or analytical support

These tools are used to **support professional judgement, not replace it.**

We ensure that:

- Personal data is handled securely
- Only appropriate systems are used
- Human oversight is always maintained

No automated decisions are made about you without human review.

14. Data Retention

We retain data only as long as necessary:

- Clinical data: in line with legal and professional standards
 - Enquiries: typically up to 24 months
 - Administrative data: as required
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15. Your Rights

You have the right to:

- Access your data
 - Request correction
 - Request deletion (where applicable)
 - Restrict or object to processing
 - Withdraw consent
 - Complain to the **ICO**
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16. ICO Registration

The Kc Consultancy Group Limited is registered with the Information Commissioner's Office (ICO) as a data controller.

Registration Number: ZC143159

17. Cookies

Cookies may be used for:

- Website functionality
- Usage analytics

You can manage cookies via your browser.

18. Changes to This Policy

We may update this policy periodically.

19. Contact

KC Consultancy Group Limited

Trading as: IPAW

Website: www.ipaw.org.uk

Email: info@ipaw.org.uk