Privacy and Service Agreement

Mustard Seed Associates CIC | Talkwithme | Peace Academy | Mustard Seed TV

This agreement explains how we use and protect your information and how we work with you. It applies when you access counselling, psychotherapy, supervision, consultation, a course or other wellbeing resources. Please read it and ask us if anything is unclear.

About us

Mustard Seed Associates CIC (company number 06702172) provides services under its own name and through its Talkwithme, Peace Academy and Mustard Seed TV brands. Mustard Seed Associates CIC is responsible for deciding how the personal information covered by this agreement is used.

Address: NBV Enterprise Centre, David Lane, Basford, Nottingham NG6 0JU
Contact: Dr Maureen Taylor, talkwithme@mustardseedcic.co.uk
Websites: www.mustardseedcic.co.uk | www.peaceacademy.tv

Information we use

We collect information relevant to the service you use. This may include your contact details, referral and appointment information, your needs and goals, and records of our work. Where relevant, it may include health, family, safeguarding or other sensitive information. We may receive information from you or, where appropriate, from a referrer or another professional.

We use information to assess and provide services, communicate with you, manage appointments and records, meet safeguarding and legal responsibilities, and improve our services. We only collect information needed for these purposes and keep it accurate, secure and for no longer than necessary under our retention policy.

Privacy and sharing

Whether you access counselling, psychotherapy, supervision, consultation, a course or other resources, we handle your information privately and securely. The level of confidentiality appropriate to your service, including any limits, will be explained before work begins. Please also respect the privacy of others in group sessions and courses; we cannot guarantee that other participants will do so.

Relevant information may be shared with practitioners involved in your service, and for professional supervision, using the minimum necessary. We will usually discuss other sharing with you first. We may need to share information without consent where required by law or to protect someone from serious harm, including safeguarding concerns. We will explain this where it is safe and appropriate to do so.

Your information rights

Under UK data protection law, you have rights over your information, including rights to access it, correct inaccuracies and, in some circumstances, request deletion, restriction or object to its use. These rights are not absolute. Contact Dr Maureen Taylor to discuss a request or concern. You may also complain to the Information Commissioner's Office at www.ico.org.uk.

Contact arrangements

We may contact you about your service, appointments and relevant changes using agreed methods. Zanda Health is our branded secure app and client portal; we may also use telephone, email, Zoom, Microsoft Teams or another agreed platform. Email and online communication carry some privacy and technical risks. Please tell us if a contact method is unsafe or unsuitable, and keep your details up to date.

Optional news and updates

You may choose to receive occasional news about Mustard Seed, Talkwithme, Peace Academy and Mustard Seed TV events, activities and services using the separate digital option. This choice is optional and does not affect access to your service. You can change your mind or unsubscribe at any time.

Service agreement

We recognise that choosing support, professional development or wellbeing resources is a personal decision. We will discuss your needs and the service offered, including its aims, format, duration, fees or funding, and any relevant confidentiality and safeguarding arrangements. Where appropriate, we will review progress and welcome your feedback. An initial assessment may take place in person, by telephone or online. Arrangements for ending ongoing work will be discussed with you.

Our team may include employed, trainee, volunteer and independent associate practitioners, supervisors and trainers. Fees, concessions or funded places vary by service and will be agreed before any charge is made. Separate terms may apply to a particular course or professional service.

Urgent help

Our services are planned and are not an emergency service. If there is immediate danger, call 999 or attend A&E. For urgent mental health support, contact NHS 111 and select the mental health option, or contact your GP.

Acknowledgement and agreement

I have read this information, had the opportunity to ask questions, and agree to the arrangements for the service discussed with me. I understand that I can discuss or withdraw my agreement to a service. Where consent is the legal basis for using information, I can withdraw it; this will not affect earlier lawful use. Some information may still need to be retained or used for other lawful reasons.