

What does Onebright use your personal data for	Our reasons (lawful basis)
To create and manage your account with us, respond to your enquiries or fulfil your requests (e.g. send you documents or information you request), and otherwise administer our relationship with you including complaints and individual rights handling.	<p>Depending on the circumstances:</p> <ul style="list-style-type: none"> • To meet the requirements of a contract to deliver services to you (Article 6 (1) (b) Performance of the contract) • To comply with our legal and regulatory obligations (Article 6 (1) (c) Legal Obligation) • For our legitimate interests or those of a third party (i.e., to be as efficient as we can so we can deliver the best Service to you). (Article 6 (1) (f) Legitimate interests and Article 9 (2) (h) Health and Social Care) • Your consent (Article 9 (1) (a) Explicit Consent.)
To provide psychological or psychiatric health care services to you, including on behalf on a third party.	<ul style="list-style-type: none"> • Your consent (Article 6 (1) (a) Consent and Article 9 (1) (a) Explicit Consent.)
Onebright Psychiatric Services Limited only: To provide psychiatric and neurodevelopmental health care services to you, including on behalf on a third party.	<ul style="list-style-type: none"> • Article 6 (1)(f) - legitimate interests • Article 9 (2)(h) – provision of health or social care
Call recordings for the purposes of training our staff and monitoring the effectiveness of our service.	<p>Depending on the circumstances:</p> <ul style="list-style-type: none"> • Article 6 (1)(f) - legitimate interests • Article 9 (2)(h) – provision of health or social care
Recording your assessment call in order to determine appropriate treatment pathways.	<ul style="list-style-type: none"> • Article 6(1)(a) – Consent • Article 9(2)(a) – Explicit consent
Recording your therapy session for client learning and recovery or for the purposes of clinical supervision.	<ul style="list-style-type: none"> • Article 6(1)(a) – Consent • Article 9(2)(a) – Explicit consent
To ensure the billing of any products and Services procured by you or for you by a third party and obtain payment.	<ul style="list-style-type: none"> • If you are a direct customer: Article 6(1)(a) – Consent • If your insurer or another organisation refers you: Article 6(1)(f) – Our legitimate

	interests in providing you with a service and gaining payment from your provider
Communications with you not related to marketing, including about changes to our terms or policies or changes to our products and services or other important notices. To process and respond to complaints, individual right's requests' or incidents.	<p>Depending on the circumstances:</p> <ul style="list-style-type: none"> • To meet the requirements of a contract to deliver services to you (Article 6 (1) (b) Performance of the contract) • To comply with our legal and regulatory obligations (Article 6 (1) (c) Legal Obligation) • For our legitimate interests (i.e., to be as efficient as we can so we can deliver the best Service to you). (Article 6 (1) (f) Legitimate interests) .
To monitor and record information relating to the use of our website and how you move around different sections of our website for analytics purposes. This helps us to understand how people use our website so that we can make it more intuitive or to check our website is working as intended.	<p>Depending on the circumstances:</p> <ul style="list-style-type: none"> • Your consent as gathered by the separate cookies tool on our website (see 'Cookies' below • where we are not required to obtain your consent and do not do so, for our legitimate interests or those of a third party, i.e. so we can deliver the best service and experience to you. <p>This website is hosted in Azure within the Onebright tenant and is designed and maintained by TiPi, who does not export or use any data stored on its client websites.</p>
Statistical analysis to help us manage our business, e.g. in relation to our financial performance, customer base, product/services range or other efficiency measures.	<ul style="list-style-type: none"> • Depending on the circumstances: • Your consent (Article 6 (1) (a) Consent and Article 9 (1) (a) Explicit Consent.) • For our legitimate interests_in order to improve our products and Services for users, and for quality control and training purposes. (Article 6 (1) (f) Legitimate interests) . • Article 9 (2)(h) – provision of health or social care .
To monitor our clinical and non-clinical performance expectations.	<ul style="list-style-type: none"> • For our legitimate interests_in order to improve our products and Services for users, and for quality control and training

	<p>purposes. (Article 6 (1) (f) and Article 9 (2) (d) Legitimate interests) .</p>
<p>To verify compliance with the terms of use of our website or other agreement governing the use of the website or our products and Services, or to protect our (and third parties') rights, property or safety.</p>	<p>Depending on the circumstances:</p> <ul style="list-style-type: none"> • To comply with our legal and regulatory obligations, (Article 6 (1) (c) Legal Obligation) <u>or</u> • In other cases, for our legitimate interests or those of a third party, i.e. to protect our business, interests and rights of others. (Article 6 (1) (f) Legitimate interests).
<p>To exercise our legal rights, to defend ourselves from legal claims, to undertake legal proceedings or because we have a legal obligation to do so pursuant to applicable law which governs the psychological and psychiatric healthcare services we offer. Depending on the circumstances:</p>	<p>Depending on the circumstances:</p> <ul style="list-style-type: none"> • To comply with our legal and regulatory obligations (Article 6 (1) (c) Legal Obligation and Article 9 (2) (h) provision of health or social care) , or • In other cases, for our legitimate interests or those of a third party, i.e. to protect our business, interests and rights of others. (Article 6 (1) (f) Legitimate Interest)
<p>To share your personal information with members of our group and third parties in connection with a significant corporate transaction or restructuring, including a merger, acquisition, asset sale, initial public offering or in the event of our insolvency. In such cases information will be anonymised where possible and only shared where necessary.</p>	<p>Depending on the circumstances:</p> <ul style="list-style-type: none"> • To meet the requirements of a contract to deliver services to you (Article 6 (1) (b) Performance of the contract) • To comply with our legal and regulatory obligations (Article 6 (1) (c) Legal Obligation) • Article 9 (2) (h) provision of health or social care • For our legitimate interests or those of a third party (i.e., to be as efficient as we can so we can deliver the best Service to you). (Article 6 (1) (f) Legitimate interests)
<p>To share with people or organisations we are required to share your personal information with</p>	<ul style="list-style-type: none"> • Article 6(1)(d) - vital interests

<p>by law (for example, for fraud-prevention or safeguarding purposes);</p>	<ul style="list-style-type: none"> • Article 9(2)(c) - vital interests
<p>To communicate with you about content, product and Services offerings, newsletters, and event invitations which are relevant to your interests and in line with your preferences (marketing)</p>	<ul style="list-style-type: none"> • Article 6 (1) (f) Legitimate interests This means we do not usually need your consent to send you marketing information. However, where consent is needed, we will ask for this separately and clearly. • You have the right to opt out of receiving marketing communications at any time by: <ul style="list-style-type: none"> • contacting us at the details provided below • using the ‘unsubscribe’ link in emails or ‘STOP’ number in texts, or • updating your marketing preferences • We may ask you to confirm or update your marketing preferences if you ask us to provide further services in the future, or if there are changes in the law, regulation, or the structure of our business. • We will always treat your personal data with the utmost respect and never sell or share it with other organisations outside of our group for marketing purposes.