

Purpose of processing	Type of information collected	Legal grounds	Disclosures
Phone Consultation			
Carrying out a phone consultation and establishing a client relationship	<ul style="list-style-type: none"> * Individual details * Risk details * Personal information * Credit and anti-fraud data * Special categories of Personal data * Financial Information * Credit Card Information 	<ul style="list-style-type: none"> * Performance of our contract with the individual (if they are the client) * Compliance with a legal obligation * Legitimate interests of A New Beginning Therapies Limited (to ensure that the client is within our acceptable profile and to assist with the prevention of crime and fraud) * For processing special categories of Personal Data (e.g. health information) and criminal records data: * Substantial public interest 	<ul style="list-style-type: none"> * Anti-fraud databases * Credit card processor * Practice management software * Employees * Banks
Checking credit where we are taking any credit risk	<ul style="list-style-type: none"> * Individual details * Credit and anti-fraud data 	<ul style="list-style-type: none"> * Legitimate interests of A New Beginning Therapies Limited (to ensure that the client is within our acceptable risk profile and to assist with the prevention of crime and fraud) 	<ul style="list-style-type: none"> * Credit reference agencies
Evaluating the best therapy and matching to appropriate therapist	<ul style="list-style-type: none"> * Risk details * Previous and current claims * Special categories of personal data 	<ul style="list-style-type: none"> * Performance of our contract with the individual (if they are the client) * Legitimate interests of A New Beginning Therapies Limited (to determine the likely risk profile and appropriate insurer and insurance product) * For processing special categories of Personal Data (e.g. health information) and criminal records data: * Substantial public interest (Insurance purposes) 	<ul style="list-style-type: none"> * Subcontracting Therapists * Insurance Company * Employees

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Service Administration			
General client care, including communicating with clients	<ul style="list-style-type: none"> * Individual details * Policy information 	<ul style="list-style-type: none"> * Performance of our contract with the individual (if they are the client) * Legitimate interests of A New Beginning Therapies Limited (to determine the likely risk profile and appropriate insurer and insurance product) * For processing special categories of Personal Data (e.g. health information) and criminal records data: * Substantial public interest (Insurance purposes) 	<ul style="list-style-type: none"> * Subcontracting Therapists * Employees * Practice management software
Collection, processing or refunding of payments	<ul style="list-style-type: none"> * Individual details * Policy information * Financial information 	<ul style="list-style-type: none"> * Performance of our contract with the individual (if they are the client) * Legitimate interests of A New Beginning Therapies Limited (to recover debts due to us, ensuring our clients are able to meet their financial obligations) 	<ul style="list-style-type: none"> * Credit card processor * Banks * Debt recovery providers

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Complaint Processing			
Investigating Complaints	<ul style="list-style-type: none"> * Individual details * Identification details * Financial information * Client information * Credit and anti-fraud data * Special categories of personal data 	<ul style="list-style-type: none"> * Performance of our contract with the individual (if they are the client) * Legitimate interests of A New Beginning Therapies Limited (to assist our client in assessing and making claims) * For processing special categories of Personal Data and criminal records data * To establish, defend or prosecute legal claims 	<ul style="list-style-type: none"> * Insurers * Claims handlers * Lawyers * Loss adjusters * Experts * Third parties involved in handling or otherwise addressing the claim, such as health care professionals
Defending or prosecuting legal claims	<ul style="list-style-type: none"> * Individual details * Identification details * Financial information * Client information * Credit and anti-fraud data * Special categories of personal data 	<ul style="list-style-type: none"> * Performance of our contract with the individual (if they are the client) * Legitimate interests of A New Beginning Therapies Limited (to assist our client in assessing and making claims) * For processing special categories of Personal Data and criminal records data * To establish, defend or prosecute legal claims 	<ul style="list-style-type: none"> * Insurers * Claims handlers * Lawyers * Loss adjusters * Experts * Third parties involved in handling or otherwise addressing the claim, such as health care professionals
Investigating and prosecuting possible criminal offences	<ul style="list-style-type: none"> * Individual details * Identification details * Financial information * Client information * Credit and anti-fraud data * Special categories of personal data 	<ul style="list-style-type: none"> * Performance of our contract with the individual (if they are the client) * Legitimate interests of A New Beginning Therapies Limited (to assist our client in assessing and making claims) * For processing special categories of Personal Data and criminal records data * To establish, defend or prosecute legal claims 	<ul style="list-style-type: none"> * Substantial public interest * Insurers * Lawyers * Law Enforcement Authorities * Experts * Anti-fraud databases * Third parties involved in the investigation or prosecution, such as private investigators

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Renewals/Additional Sessions			
Contacting you in order to arrange the renewal of sessions	<ul style="list-style-type: none"> * Individual details * Identification details * Financial information * Client information * Credit and anti-fraud data * Special categories of personal data 	<ul style="list-style-type: none"> * Performance of our contract with the individual (if they are the client) * Legitimate interests of A New Beginning Therapies Limited (to correspond with clients to facilitate the continuation of therapy service) 	
Website Activities			
To communicate with you regarding any queries you raise via the website	<ul style="list-style-type: none"> * Individual details * Identification details 	<ul style="list-style-type: none"> * Legitimate interests of A New Beginning Therapies Limited (to correspond with website users) 	
To monitor your interaction with the website to ensure service quality, compliance with procedures and to combat fraud	<ul style="list-style-type: none"> * Individual details * Identification details 	<ul style="list-style-type: none"> * Compliance with a legal obligation * Legitimate interests of A New Beginning Therapies Limited (to ensure the quality and legality of our online services) * For processing special categories of Personal Data and criminal records data: * Substantial public interest (preventing fraud) 	<ul style="list-style-type: none"> * Third parties undertaking online monitoring * Anti-fraud databases
To ensure the website content is relevant and presented in the most effective manner for you and your device	<ul style="list-style-type: none"> * Individual details * Identification details 	<ul style="list-style-type: none"> * Legitimate interests of A New Beginning Therapies Limited (to provide clients, beneficiaries and claimants with content and services on the website) 	

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During Therapy Lifetime			
Marketing analytics, sending marketing materials and communications	* Individual details	* Legitimate interests of A New Beginning Therapies Limited (to send marketing communications about A New Beginning Therapies Limited's services and offerings by post, telephone and in other circumstances where we don't require your consent) * Consent (where required in limited circumstances)	* Employees * Group companies * Third party marketing companies
Carrying out customer satisfaction surveys and market research	* Individual details	* Legitimate interests of A New Beginning Therapies Limited (to ensure quality of delivery of our services and to improve our future products and services offering)	* Employees * Group companies * Third party marketing companies
Complying with our legal or regulatory obligations	* Individual details * Identification details * Financial information * Therapy information * Credit and anti-fraud data * Previous and current claims * Special categories of personal data	* Compliance with a legal obligation * Legitimate interests of A New Beginning Therapies Limited (to take pre-emptive steps to ensure legal and regulatory compliance) * For processing special categories of Personal Data (e.g. health information) and criminal records data: * To establish, defend or prosecute legal claims	* Insurance, data protection and other regulators * Law Enforcement Authorities * Auditors

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Consultancy Activities			
General client care, including communications with clients	<ul style="list-style-type: none"> * Individual details * Therapy information 	<ul style="list-style-type: none"> * Performance of our contract with the individual (if they are the client) * Legitimate interests of A New Beginning Therapies Limited (to correspond with clients in order to provide consultancy services) * For processing special categories of Personal Data (e.g. health information) and criminal records data 	
Complying with our legal or regulatory obligations in the context of our consultancy business	<ul style="list-style-type: none"> * Individual details * Identification details * Financial information * Risk details * Policy information * Credit and anti-fraud data * Previous and current claims * Special categories of personal data 	<ul style="list-style-type: none"> * Compliance with a legal obligation * Legitimate interests of A New Beginning Therapies Limited (to take pre-emptive steps to ensure legal and regulatory compliance) * For processing special categories of Personal Data (e.g. health information) and criminal records data: * To establish, defend or prosecute legal claims * Consent 	<ul style="list-style-type: none"> * Insurance, data protection and other regulators * Law Enforcement Authorities * Auditors