



PRIVACY POLICY FOR CLIENTS & THEIR FAMILIES

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Who We Are

NeuroNest is a specialized child development and early intervention practice based in Waterford, Ireland. Led by Kristina Rautek Potocnik, a Child Development Specialist with over 20 years of experience, we provide evidence-based early intervention to support children from birth to 12 years of age. Our approach focuses on sensory processing, motor skills, cognitive, language, and social-emotional development, ensuring that every child receives tailored guidance in a nurturing and child-centered environment.

We are proud members of AOTI (Association of Occupational Therapists of Ireland), EYPI (Early Years Professionals Ireland), the Prevention & Early Intervention Network, and Autism & ADHD Care. Our valued partners include Autism & ADHD Care, EYPI, AOTI, and the Prevention & Early Intervention Network, all working together to promote the best outcomes for children and families through early intervention.

How to Contact Us

Address: Oak Villa, Military Road, Waterford, Ireland

Phone: 087 1424 078

Email: info@neuronest.ie

Instagram: [@neuronest.ie](https://www.instagram.com/neuronest.ie)

Facebook: NeuroNest Early Intervention

What Is A Privacy Policy

A Privacy Policy explains how we collect, use, and protect your personal information. It ensures transparency about what data we gather, why we need it, and how we keep it safe. At NeuroNest, we respect your privacy and only use your information to provide the best possible care for your child.

Our Data Protection Promise

At NeuroNest, we are committed to handling your personal information with the highest level of care and responsibility. We ensure that any data we collect about you or your child is used lawfully, fairly, and transparently, only for the purposes we have clearly explained. We collect only the information necessary, keep it accurate and up to date, and store it securely for as long as needed. Your trust is important to us, and we take the protection of your personal data seriously, safeguarding it at all times to respect the privacy of our clients and their families.

Purposes for Which We Use Personal Data

We collect personal data primarily through questionnaires completed by parents when enrolling their child as a client. This includes the child's and family members' names, gender, date of birth, parent/guardian contact details, health observations, diagnoses, and any other relevant details needed to provide our services. In some cases, we may request additional information in the future if it is relevant to a specific situation or necessary for continued support.

Certain information is essential for us to provide safe and effective services. Without the required data, we may be unable to support your child due to health and safety concerns, emergency response needs, legal obligations, and effective communication with parents/guardians. Additionally, we use the contact details provided to share relevant materials and updates related to our services.

How We Use Your Data

We use your personal data primarily to provide our services and for the following purposes:

- Managing initial client enquiries and consultations with you, your family, next-of-kin, or HSE representatives.
- Performing our contract and processing payments for services provided.
- Maintaining records of services, including liaising with schools, healthcare professionals, and other relevant services to support your child's needs.
- Administering our systems and business operations, including agreements with suppliers and business partners.
- Working with trusted third parties such as IT support, software providers, accountants, consultants, and legal advisors to help us run and improve our services.
- Using technology and secure computer systems that may require third-party access for maintenance, security, and support. Any such access is strictly limited to the proper administration of our systems.

We ensure all data handling follows strict security measures to protect your privacy and comply with legal obligations.

Storage and Security

We take all appropriate measures to ensure that any personal data about you, your child, family members, or next of kin is kept confidential and securely stored within our filing system. We implement strict security protocols to protect your information from unauthorized access, loss, or misuse.

Quantity and Quality of Data

NeuroNest limits the processing of personal data to what is necessary, relevant, and appropriate for providing our services. We take reasonable steps to ensure that we do not collect or retain data beyond what is required for the intended purpose.

Limited Data

We retain personal data only for as long as necessary to fulfill our service obligations, comply with legal requirements, or as deemed appropriate based on applicable regulations. NeuroNest may define specific retention periods for different categories of personal data, ensuring we do not store information longer than needed.

Retention

Once the storage period has expired and a package has not been renewed, personal data will be:

- Securely deleted or destroyed
- Anonymized for research or reporting purposes
- Transferred to secure storage, if required for legal compliance
- Accurate, Complete, and Up-to-Date Data

To provide the best support, it is important that we hold accurate and current information. Please notify us as soon as possible of any changes to your or your child's data.

Your Rights

At NeuroNest, we respect your rights regarding your personal data. You have the following rights:

- Access – You may request a copy of the personal data we hold about you, along with an overview of how it is used.
- Rectification or Erasure – If any of your personal data is incorrect, incomplete, or not processed in accordance with legal requirements, you have the right to request that it be corrected, deleted, or blocked.
- Object to Processing – You can object to the processing of your personal data based on compelling reasons related to your specific situation.
- Data Portability – You have the right to request a machine-readable copy of your personal data. This data can be provided either to you or a third party of your choice.

If you wish to exercise any of these rights, please contact us, and we will assist you accordingly.

Changes to the Policy

NeuroNest may update this Privacy Policy from time to time. Any changes will take effect immediately upon publication on our website. Any requests, complaints, or claims regarding this Policy will be assessed based on the version in effect at the time the request is made.

Final Disposition Schedule

Client Records (including initial and ongoing reviews, reports)

- Retained for a minimum of 7 years following the end of services.
- Securely anonymized or destroyed by confidential shredding and permanently deleted from systems.

Records of Clients Subject to Complaint or Legal Action

- Retained until proceedings are completed or as advised by legal counsel.
- Securely anonymized or destroyed by confidential shredding and permanently deleted from systems.

Information for Statistical and Audit Purposes

- No time limit for retention if held anonymously.
- Exceptions may apply for reports, accreditation audits, or regulatory requirements.

Agreement to Policy Terms

By enrolling your child with our services and making regular payments (starting from your first payment), you acknowledge and agree to the terms outlined in this Privacy Policy. This includes the collection, use, and retention of personal data as described. Your continued use of our services signifies your acceptance of these terms.