

Privacy Notice for Therapy Clients (Vs: January 2021)

You may be aware of new laws relating to General Data Protection Regulation (GDPR) that are in effect from 25 May 2018. The purpose of GDPR is to provide a set of standardised data protection laws across all EU member countries. This document sets out how I and Hope Psychology Service comply with these laws.

Data Control

Dr Elena Morris is the data controller for Hope Psychology Service.

What personal data I process

Hope Psychology Service hold the following personal data from therapy clients:

- Personal data: basic contact information: name, address, email, contact number, video conference ID (if online therapy), and GP contact details.
- Sensitive personal data: Signed Therapy Client Agreement, therapy records (therapist notes, letters, reports and/or outcome measures).
- If you complete a web-based enquiry form, I will also collect any information you provide to us as well as your internet protocol (IP) address. This is automatically supplied by the website software used to offer the form. All web services used by Hope Psychology Service are verified by themselves as GDPR compliant.

If you are referred by your health insurance provider, then I will also collect and process personal data provided by that organisation. This includes basic contact information, referral information, and health insurance policy number and authorisation for psychological treatment.

The lawful basis for processing personal data

Hope Psychology Service has a legitimate interest in using the personal data and sensitive personal data I collect to provide health treatment in that it is necessary for me to provide psychological therapy to clients.

I may also ask for information on how you found Hope Psychology service for the purpose of my own marketing research. No information you provide is passed on without your consent. I will never sell your information to others.

What I do with your personal information

I take your privacy seriously and will only use your personal information to provide the services you have requested from me.

If you do not provide the personal information requested, then I may be unable to provide a therapy service to you.

How long I store personal information

I will only store your personal information for as long as it is required. Basic contact information held on my mobile phone is deleted within 6 months of the end of therapy.

The sensitive personal data defined above is stored for a period of 7 years after the end of therapy. In December of each year, I will review records and delete any where there has been no contact/action for 7 years.

How your personal information is used

I use the information I collect to:

- Provide my services to you.
- Process payment for such services.

Who I might share personal information with

I hold information about each of my clients and the therapy they receive in confidence. This means that I will not normally share your personal information with anyone else. However, there are exceptions to this when there may be need for liaison with other parties:

- If you are referred by your health insurance provider, or otherwise claiming through a health insurance policy to fund therapy, then I will share appointment schedules with that organisation for the purposes of billing. I will also share information with that organisation to provide treatment updates where requested or routinely required.
- In cases where treatment has been instructed by a solicitor, relevant clinical information from therapy records will be shared with legal services as required and with your written consent.

In exceptional circumstances, I might need to share personal information with relevant authorities:

- When there is need-to-know information for another health provider, such as your GP.
- When disclosure is in the public interest, to prevent a miscarriage of justice or where there is a legal duty, for example a Court Order, or concerns regarding terrorism.
- When the information concerns risk of harm to the client, or risk of harm to another adult or a child. I will discuss such a proposed disclosure with you unless I believe that to do so could increase the level of risk to you or to someone else.

What I will NOT do with your personal information

I will not share your personal information with third-parties for marketing purposes.

How I ensure the security of personal information

Personal information is minimised in phone and email communication. Sensitive personal data will be sent to clients in an email attachment that is password protected. Email applications use private (SSL) settings, which encrypts email traffic so that it cannot be read at any point between our computing devices and our mail server. will never use open or unsecure Wi-Fi networks to send any personal data.

Personal information is also stored on secure cloud storage offering high levels of security. All devices used to access the storage have malware and antivirus protection installed. Mobile devices are protected with a passcode/thumbprint scanner.

Personal information collected on paper will be stored in a locked cabinet.

Your right to access or make certain modifications to the personal information I hold about you

- You have the right to retain control over your personal data. Control means the right to request access to personal information held, and to request correction, modification or erasure of information held or communicated (*with exception as stated below).
- I will make all efforts to provide the information I hold about you within 30 days of receiving a written request.
- There may be an admin fee for supplying the information to you.
- I may request further evidence from you to check your identity.
- A copy of your personal information will usually be sent to you in a permanent form (that is, a printed copy).

