

CHOOSE PSYCHOLOGY PRIVACY NOTICE

The General Data Protection (GDPR) is a legal framework that sets guidelines for the collection and processing of personal information of individuals within the European Union (EU). The GDPR sets out the principles for data management and the rights of the individual. The following privacy notice outlines how Choose Psychology manages your data and your rights in relation to this.

What information we hold and why

Choose Psychology only collects basic data that *you* or *your referrer* supply such as your contact details and the details of formal (e.g. GP, patent/guardian) and informal support persons. You are required to inform Choose Psychology where updates to these are necessary. Written clinical and process notes are made in sessions and these combined with your contact details are stored in a locked filing cabinet. Email communication is also stored. These details together enable Choose Psychology to communicate with you and provide efficient and effective services.

What we do with your information

Your personal data is solely used for providing an efficient and effective service and continuity of care. Only persons working with Choose Psychology have access to your data, where your case is discussed in clinical supervision no identifying details are shared. Your data is not shared with any third parties unless there is a concern regarding risk and then appropriate persons, most likely your GP or nominated informal support person, will be contacted with your knowledge. If an insurance company funds your sessions invoices are submitted through secure portals to the company themselves. Where updates are required by such companies, these will be discussed with you before being shared with the relevant company. These reports are then submitted securely either directly to the insurance company's website or securely e.g. with a password protected email. Non-identifiable data such as your G.P. surgery, how you heard about Choose Psychology and the number of sessions undertaken are collected and collated to audit referral and intervention patterns to enable service development.

Where and how long your information is stored

Your data is either stored in a locked filing cabinet or on a password protected computer, iPad, iPhone or encrypted memory stick. The British Association for Behavioural and Cognitive Psychotherapies (BABCP) recommend the storage of clinical notes for 7 years, and for children until they reach the age of 25, after this time your notes will be shredded and all electronic communication deleted. The practice guardian will ensure these guidelines are adhered to in the event that the Director of Choose Psychology is unable to.

Electronic Communication and Online Session Security

Routine emails such as arranging emails and sending links/worksheets are sent through non-encrypted email and there is a chance they can be intercepted and read by others. Individuals can choose if they would like this and more confident content such as summary reports to be sent as a password protected file (please state at end of document).

The confidentiality of online therapy sessions cannot be guaranteed; the recommended secure platform is Zoom. Sessions can also be offered through others means such as Skype, Facetime and Googlehangouts. The security of these platforms is not GDPR compliant and the client chooses these with that knowledge. Please state at the end of the document if you have a preferred platform for such sessions.

Your rights

You may ask to see your notes for example to explore and address perceived inaccuracies, it is recommended that reviewing your notes is completed in collaboration to discuss and explore issues arising. If you would like to access your notes, please submit a written request to Choose Psychology who will respond within 40 days.

You can also submit a written request Choose Psychology for your data to be deleted prior to 7yrs (or the age of 25 years for children). Each case will be discussed on an individual basis and advice sought from professional bodies such as the British Association for Behavioural and Cognitive Psychotherapies (BABCP), the British Psychological Society (BPS), current liability insurers and The Information Commission Office (ICO) on a case by case basis at time of request.



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Choose Psychology is registered with the ICO. If you have concerns about the practices of Choose Psychology in relation to GDPR compliance these can be taken to the ICO, details of which can be found at ico.org.uk.

It is important that you understand and explicitly consent to the details outlined in this notice. Please do clarify any issues that you are unsure of before signing.

I have read, understood and consent to the terms outlined in this notice:

Signature: _____

Signature of parent/guardian (under 18s):

Date: _____

Please state and sign your preference for email/online communication e.g. standard (non-encrypted) email, password protected emails and platform for online sessions (if plan to use);

Please contact me using: -
