

PRIVACY AND DATA PROTECTION POLICY

1. PURPOSE OF THIS NOTICE

This notice describes how and why I collect and use personal data about you, in accordance with the General Data Protection Regulation (GDPR), the Data Protection Acts and any other national implementing laws, regulations and secondary legislation, as amended or updated from time to time in the UK ('Data Protection Legislation').

2. ABOUT ME

Catherine Clay Psychotherapy is registered in England and Wales as a sole trader.

Catherine Clay is the 'data controller'. This means that I am responsible for deciding how I store and use personal data about you. I am required under the Data Protection Legislation to notify you of the information contained in this privacy notice. I will assist with enquiries in relation to this privacy notice or my treatment of your personal data.

3. HOW I MAY COLLECT YOUR PERSONAL DATA

I obtain personal data about you, for example, when:

- ~ you request a proposal from me in respect of the services I provide;
- ~ you engage me to provide our services;
- ~ you contact me by email or telephone; or
- ~ information about you is provided by third parties (eg a referral from a relative or GP).

4. THE KIND OF INFORMATION I HOLD ABOUT YOU

The information I hold about you may include, but is not exclusive to, the below list:

- ~ your personal details (such as your name and/or address);
- ~ details of contact I have had with you in relation to the provision of my services;
- ~ my correspondence and communications with you;
- ~ clinical notes made by me;
- ~ clinical notes passed by or to your GP or other professionals involved with your care.

5. HOW I USE PERSONAL DATA I HOLD ABOUT YOU

I will hold and use your personal data only for the purposes necessary for the provision of my services to you. Specifically for the provision of therapy and for the maintenance of your account. Such data will be held securely and only used by me and other directly-connected professionals. It will never be shared or used for other purposes of marketing. Therapy notes are kept during the therapy to enable me to reflect and understand the issues. This includes: history of the patient, identifying symptoms, issues and patient concerns, psychological formulations and appointment attendance. I may discuss *anonymised* individual cases with my supervisors. Supervision is a formal process in which a qualified psychotherapist or psychotherapeutic counsellor regularly presents their client work to a supervisor. The main purpose of supervision is to ensure the efficacy of the therapist's psychotherapy practice which, in turn, will enable a therapist to work towards the best possible psychotherapy practice for their clients.

Data retention

I will only retain your personal data for as long as is necessary to fulfil the purposes for which it is collected. Once the therapy ends, personal data is kept up to a period of 7 years.

6. DATA SHARING

Why might you share my personal data?

Therapy is confidential. I will only ever share your personal data with other professionals directly involved in your therapy. Unless there is risk of harm to self or others, a patient's GP will be NOT be contacted. Any reports released to other professionals or a court will only be with the patient's consent or when required by law. If a patient requests reports for court a separate fee may be charged.

7. DATA SECURITY

I have put in place commercially available and appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an un-authorised way, altered or disclosed. In addition, I limit access to your personal data only to myself and other third parties who have a need to know. I have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where I are legally required to do so.

8. RIGHTS OF ACCESS, CORRECTION, ERASURE, AND RESTRICTION

Your duty to inform me of changes

It is important that the personal data I hold about you is accurate and current. Should your personal information change, please notify me of any changes of which I need to be made aware by contacting me, using the contact details below.

Your rights in connection with personal data

You have the right to:

- ~ request a copy of the personal data I hold about you;
- ~ request correction of the personal data that I hold about you;
- ~ request erasure of your personal data where there is no good reason for me to continue to process it. You also have the right to ask me to delete or remove your personal data where you have exercised your right to object to processing (see below);
- ~ object to processing of your personal data where I are relying on a legitimate interest and there is something about your particular situation which makes you want to object to processing on this basis;
- ~ request the restriction of processing of your personal data. This enables you to ask me to suspend the processing of personal data about you, for example if you want me to establish its accuracy or the reason for processing it.

Any Subject Access Request in exercise of any of the above rights should be directed to myself by e-mail and a fee of £25 will be payable before the information can be released. I may need to request specific information from you to help me confirm your identity to protect your privacy. This is an appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

9. RIGHT TO WITHDRAW CONSENT

Where you may have provided your consent to the collection, processing and transfer of your personal data for a specific purpose you have the right to withdraw your consent at any time. To withdraw your consent, please email me directly. Once I have received notification that you have withdrawn your consent, I will no longer process your personal information for the purpose you originally agreed to.

10. CHANGES TO THIS NOTICE

Any changes I may make to our privacy notice in the future will be updated on our website at: www.catherineclay.co.uk. This privacy notice was last updated on 14th August 2020.

11. CONTACT ME

If you have any questions regarding this notice or the way I process your personal data, please email catherine@catherineclay.co.uk or telephone 07973 859298.

You also have the right to make a complaint to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues, at any time. The ICO's contact details are as follows:

Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF
Telephone - 0303 123 1113 (local rate) or 01625 545 745
Website - <https://ico.org.uk/concerns>