

KGPS Karen Green Psychology Services

Privacy and Data Protection Notice

This statement confirms how I, Karen Green, use and protect the information given to me whilst using this service as required by the Data Protection Act 2018 and General Data Protection Regulations 2016

Provision of psychological therapy requires the collection of personal data about clients. This is the lawful basis for holding client information such as:

- Name
- Address
- Telephone number(s)
- Email
- Job/Education establishment
- Date of birth
- Other professional(s) involved
- Insurance or other fee payer details e.g. policy number, authorisation for therapy
- Bank details where these are supplied for payment of fees
- Biographical, health and historical information

This information is used to enable provision of psychological assessment/therapy which includes:

- Contacting you e.g. for making appointments
- Administration and clinical recording
- Accounting and invoicing
- Sharing of information with relevant professionals with clients' consent e.g. GP
- Sharing information when legally obliged to so do e.g. the police,
- courts, and for safeguarding purposes
- Sharing information with funding bodies who require treatment updates e.g. insurance company, private healthcare providers
- Clinical Executor, who, in the case of therapist incapacity, will have access to your contact details in order to inform you

This data will not otherwise be shared with any other person or organisation.

Under no circumstances should any audio or video recording be made by any party (Karen Green; the client and client's family; other professionals in attendance) of sessions, appointments, meetings, discussions etc, without clear written permission from all of those involved.

Electronic **data is kept securely** in a password protected computer, external hard drive, and smart phone with anti virus and malware protection. Paper data is kept securely in a locked filing cabinet or cupboard.

You have the right to see data held about you. Any request must be made in writing and will be responded to within 30 working days. Exemptions to access can be made based on clinical judgement, including assessment of risk and unless prevented from doing so for legal reasons.

You have the right to request correction of data e.g. change of address, next of kin. This will be completed in 30 days.

Data will be kept for the duration of therapy and for 7 years after therapy ends, in accordance with BPS and HCPC guidelines. In the case of children, the 7 years runs from the 18th birthday. Personal data will then be securely destroyed.

Basic contact information held on a mobile phone, emails and texts, where these do not form part of the clinical notes, are deleted within 6 months of the end of therapy.

Working Notes, taken during sessions, are written up as a Clinical Record after each session and the Working Notes are then securely destroyed within 3 months.

If you wish to complain about the handling of your data, in the first instance contact Karen Green, named Data Controller. If your complaint is not resolved to your satisfaction you can contact the Information Commissioners Office <https://ico.org.uk/concerns/handling/> or [0303 123 1113](tel:03031231113)

Should there be significant breach in data protection this will be reported to the ICO and yourself within 72 hours once identified.

Karen Green's data protection reference is **Z3419900** (ICO Reg No)