

Privacy policy:

This privacy policy details how the information you provide when you are using or planning to use Private Psychological Therapy is protected and used. If you provide information when making contact with the service, it will only be used in the ways described in this privacy policy.

This policy is updated from time to time and was last updated on 24th April 2018.

If you have any questions about this policy, please email: info@pptherapy.co.uk or write to: Dr. Jo Seely, Private Psychological Therapy, 24A The Thoroughfare, Woodbridge, Suffolk, IP12 1AQ.

Introduction:

This policy describes how personal data that you provide is collected, handled and stored, to meet professional standards and to comply with the law.

What data is gathered?

To enable safe and effective communication and provision of care , the following information is requested at or prior to the initial assessment:

- Your name and address
- An email address and/or telephone number
- Your date of birth
- Contact details of your registered G.P. and Psychiatrist (if applicable)
- Details of your private health insurance provider, membership number and authorisation code (where relevant)

During your initial assessment and in subsequent therapy sessions, a significant amount of other personal data will be collected. The personal data will be relevant to assessing and treating the presenting psychological difficulties for which you are seeking help.

How this data is used:

This data is used to:

- Contact you to set up your initial assessment and subsequent therapy appointments
- Provide you with a thorough psychological assessment
- Devise and implement an effective treatment plan
- Send you an invoice for the services provided and a receipt for any payments you make
- With your consent and when it is lawful and appropriate, to communicate with relevant third parties (e.g. a Psychiatrist or G.P.) This is primarily to update them on and support your progress in therapy, and to provide additional

support, when any risks are present.

Controlling information about you:

Any personal information held about you is stored and processed in line with the Data Protection Act (1998) and the General Data Protection Regulation (Regulation (EU) 2016/679) adopted on 27th April 2016 and enforceable from 25th May 2018.

Your data will be kept whilst you are in receipt of a service from Dr. Jo Seely (Private Psychological Therapy). When your therapy ends, your data will be kept only for as long as is necessary. This is usually a period between five and ten years (in accordance with General Medical Council guidelines) to facilitate an effective response to any questions or complaints that may later be raised by you and/or your representatives.

Security:

Your information will always be held securely:

- All client files and therapy notes are kept secure in a locked filing cabinet
- Access to your personal information is restricted on a 'need-to-know' basis only i.e. for those concerned directly with your care

In the unlikely event of a data protection breach, the Information Commissioner's Office (ICO) will be informed immediately, so that their procedures can be followed. Any individuals whose data may have been accessed will also be contacted, to alert them to the breach and any potential risks.

Data accuracy:

Should, during the course of your contact with the services of Dr. Jo Seely, any personal data becomes subject to change (e.g name, address, G.P) it is requested that you notify her at the earliest opportunity so she can ensure that records are up to date.

Subject access requests:

All individuals who have personal data held by Dr. Jo Seely are entitled to:

- Ask what information is held about them and why.
- Ask how to gain access to it.
- Be informed how to keep it up to date.
- Be informed how Dr. Jo Seely is meeting data protection obligations.

If you would like to request a copy of the data that Dr. Jo Seely holds about you, this is called a subject access request. Subject access requests should be made in writing on email to: info@pptherapy.co.uk. Dr. Jo Seely will aim to provide the

relevant data within 30 days. Dr. Jo Seely will always verify the identity of anyone making a subject access request before handing over any information.

Disclosing data for other reasons:

Confidentiality is extremely important and only those with a need to know should be able to access your information. However, confidentiality cannot be absolute. Records of health and social care are legal documents and the Data Protection Act allows providers of health and social care to disclose data (including sensitive data) without the data subject's consent in certain circumstances. These include:

- Conducting any legal proceedings, obtaining legal advice or defending any legal rights, or as authorised by the Secretary of State
- Protecting vital interests of a Data Subject or other person
- If the data subject has already made the information public
- Providing a confidential service where the data subject's consent cannot be obtained or where it is reasonable to proceed without consent.

Under these circumstances, Dr. Jo Seely will be obliged to disclose relevant data, taking all reasonable steps to notify the individual whose data is being disclosed, about the disclosure. Dr. Jo Seely will ensure that any such data request is legitimate, reasonable and necessary.