

Privacy Information

Your privacy is important. I aim to be as clear as possible about how and why I use information about you so you can be confident that your privacy is protected. This policy explains how I use personal information collected about you as a past, present, or future user of the service.

1) Why do I need to process personal data?

In providing a clinical psychology service it is necessary for me to process personal and sensitive information about individuals. It is a professional requirement that I keep appropriate records and documentation of personal data to allow me to provide clinical psychology services. The lawful reasons for collection of personal data is that it is in my legitimate interests in providing a clinical psychology service. Processing of personal and special category data is necessary in providing a health service (clinical psychology) to you. You may be asked for feedback on the service for purposes of service evaluation and development and marketing.

It may be necessary to process personal information to process payment for services. The legal basis for this would be in order to fulfil the contract with you. Information may be processed relating to individuals, including people who use the service, referring organisations, statutory organisations, associates and other people or organisations the company has a relationship with.

2) What information is collected?

In order to provide a service to you it is necessary to collect personal information about you, which may also include sensitive information. This may include the following information depending on the nature of the service provided and focus of the work:

- Personal details : name, gender, date of birth, age, NHS number
- Contact details: address, telephone numbers, email addresses
- Family details: next of kin and family circumstances
- Occupational and educational details
- Lifestyle and social circumstances
- Financial details: relating to payments, health insurance details
- Racial and ethnic origin
- Information about physical and mental health
- Political views
- Religious views
- Trade union membership
- Sexual orientation / sex life
- Information relating to criminal convictions and offences

Personal information will be collected through communications with you. Information about you may also be received from third parties, such as health or social care professionals, insurers, referrers, others involved in supporting you. This information could be received at any point during your contact with the service and during your receipt of services.

3) Where do I keep the information?

Information may be in the form of written and electronic notes, reports, letters, questionnaires, psychological assessments and tests, emails, telephone and video calls, voice mail, or text messages.

As part of the accounting process information may be processed in bank statements and accounts, invoices, and receipts.

Information is kept securely in paper copy and / or on electronic devices (computers, iPad, mobile telephone, external hard drive). Online systems may be used to process data. Please be aware that, while strict measures are taken to protect privacy of information, security of electronic communications cannot be guaranteed.

In order to work effectively with a psychologist, it is important that trust, confidentiality and privacy are respected. Please do not record your psychology session using any app or device. If

recordings were made covertly, I reserve the right to discontinue sessions. In such circumstances I also reserve the right to seek legal advice regarding possible further action.

4) Sharing your information

I take your privacy seriously and strict measures are taken to preserve confidentiality of information.

There are a number of circumstances where personal information may be shared. Where possible information will be anonymised so individuals cannot be identified. It may be necessary to share personal information for reasons of:

Clinical supervision - Clinical psychologists are required to participate in supervision with other clinical psychologists or therapists. Supervision involves discussion of clinical work and is used to promote best practice and to ensure adherence to professional standards. Supervisors and supervisees are required to adhere to relevant legislation and professional standards to ensure your data is protected and remains confidential and information is anonymised where possible. Supervision takes place confidentially, either in person or via telephone or online systems.

Arranging appointments - In order to arrange appointments, administrative staff for associated organisations may need to process your personal data. They are required to adhere to relevant legislation to ensure your data is protected and remains confidential.

Sharing information with health or social care professionals - It can be helpful to share information with health and social care professionals, or other supporters in order to promote your wellbeing. We would first discuss this so we could think together about what information it might be helpful to provide.

If there was a risk of harm to yourself or someone else, or where there was a legal obligation to provide information, then professional codes of conduct and / or the law may require me to share personal information with other agencies or organisations. In such situations I would aim to discuss this with you before sharing information, but this may not be possible in all circumstances.

Financial payments - Administrative staff from associated organisations may need to process personal data in order to arrange, process, and record payments. If services are paid for through a third party, personal information may need to be used in order to arrange payment and raise invoices. Where a report is requested from a third party the nature of information would be discussed with you before being sent and your feedback sought. Minimum personal information may need to be shared with organisations for accountancy purposes, and on rare occasions in order to recover outstanding payments.

Fulfilling any obligations or procedures associated with compliance or to address any reputational, professional, organisational or financial risks.

5) How long do I keep the information?

Records are maintained and securely destroyed in line with professional guidelines and HMRC requirements.

6) How can I see my information?

Subject Access Requests should be made to Dr Mark Wylie (data controller). Responses to requests will be made within one month and will usually be processed free of charge. Identity verification will be required before information can be shared. Information may be withheld to the extent permitted by law.

7) What if my information is incorrect or I wish to be removed from the system?

If you believe that your information is incorrect please contact Dr Mark Wylie (data controller) with details of the incorrect information. If you wish to have your record removed from the system it will be necessary to determine whether there is a requirement to keep the information. Information may be withheld to the extent permitted by law. If it is decided that data should be deleted or amended this will occur promptly.

Contact details

If your questions are not fully answered by this policy, please contact the Dr Mark Wylie (Data Controller) on 07944 300630 or wylie_mark@protonmail.com who will be happy to help, and will aim to fully answer any questions you may have.

If you are not satisfied with the answers from the Data Controller, you can contact the Information Commissioner's Office (ICO) <https://ico.org.uk>.

Dr Mark Wylie reserves the right to amend this policy at any time. Please check the website regularly to view the most up to date information.