

Privacy Policy
Personal Data Information Sheet
Health Psychology Hub Limited

The General Data Protection Regulation (GDPR) is a new law that determines how your personal data is processed and kept safe, and the legal rights that you have in relation to your own data. This regulation applies from 25 May 2018.

What is personal data?

Personal data is any information that can be used to identify a living person either directly or indirectly. This includes names, addresses, contact details but also includes things like IP addresses.

What personal data is being collected by Health Psychology Hub Limited?

We keep clinical records so that we can provide you with safe care and treatment. We may also use your information to check and review the quality of care we provide. This helps us improve the service. The list below outlines the types of data we collect:

- Identity and contact information (e.g. name, date of birth, address, billing and account details, telephone number and e-mail address)
- History and context (e.g. we write clinical notes to record the things you tell us about)
- Responses on assessment measures (e.g. scores on any questionnaires you complete with us)
- Correspondence (e.g. letters, telephone messages, e-mails or text messages we send or receive relating to you/your child)
- Digital media (e.g. photographs, audio or visual footage taken as part of the support we offer)

What is consent?

Consent is your permission or 'go ahead'. Changes in GDPR mean that we must get permission from you when using your data. This is to protect your right to privacy. At your first appointment we will ask you to read and sign a consent form that allows us to do certain things like contact you, share information with your G.P. and record information.

Why do we collect this information (Purposes)?

The information we collect enables us to provide assessments, therapy and consultation to individuals and families accessing our service. It also helps us check and review the quality of care we provide (this is called audit and clinical governance).

Will the data be shared with any third parties?

We may share relevant information from your psychology records with other health or social care staff or organisations when they provide you with care. For example, your clinical psychologist may write to your G.P. and referrer (if different) following your first appointment. You may also have people that you would like to be included in correspondence, such as your insurance company, your employer or your child's school teacher. Please see the section on consent for more information.

Anonymised information about the support our service is offering you may be shared during clinical supervision. This is a good practice standard within clinical psychology, whereby your therapist will discuss case work with a qualified professional to ensure best practice.

How long will the data be stored for?

The GDPR regulation states that no-one should keep data for longer than needed. Clinical psychology information may be relevant to a person's health/well-being well into their future. Records provide a 'paper trail' of the service offered and accountability. Our policy for adults is to keep records for seven years following any input from our service. For children, we keep the records for up to seven years after they turn 18.

What is the legal basis for processing the data?

With your **consent** we have a legal basis for collecting, processing and storing your data for the specific purposes outlined in this information leaflet and on our consent form. We also need to process individual data in order for us to provide you with a clinical psychology service/ **contract** for care.

Your rights

GDPR gives stronger rights regarding the collection and processing of their personal information. The key ones are listed below, but full details can be found on the information commissioner's office (ICO) website at <https://ico.org.uk/your-data-matters/>

1. You should be informed about how your data is used
2. You can request access to your own data (e.g. copies of the information we hold)
3. You can ask to have incorrect information changed
4. You can restrict how your information is used
5. You have the right to object to your information being processed (in certain circumstances) or raise a concern if you are worried about how your data is being used

Contact us

For all data protection matters relating to Health Psychology Hub Limited please contact Dr Ruth Hurrell (Consultant Clinical Psychologist) by e-mail ruth@healthpsychologyhub.co.uk