



Privacy Notice for Therapy Clients

You may be aware of the laws relating to General Data Protection Regulation (GDPR) that came into effect on 25 May 2018. The purpose of GDPR is to provide a set of standardised data protection laws across all EU member countries. This document sets out how Tay Psychology complies with these laws. Further information about GDPR can be found at <https://ico.org.uk>

Data Control

Dr Hannah Went and Dr Emily Scott are the primary data controllers for information obtained in the process of enquiring about and engaging in psychological therapy with Tay Psychology. Associate psychologists working with Tay Psychology are additional data controllers for the clients they work with directly.

Our Contact Details

Tay Psychology
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Tel: 07888 801 426

Email: enquiries@taypsychology.co.uk

What personal data we process

Tay Psychology collects and processes the following personal data from therapy clients:

- Personal data: basic contact information: name, address, email, contact number, and GP contact details.
- Sensitive personal data: Signed Therapy Client Agreement, therapy records (therapist notes, letters, reports and/or outcome measures).
- If you complete a web-based enquiry form, we will also collect any information you provide to us as well as your internet protocol (IP) address. This is automatically supplied by the website software used to offer the form.
- Financial information obtained in the process of receiving and requesting payments

If you are referred by your health insurance provider, then we will also collect and process personal data provided by that organisation. This includes basic contact information, referral information, and health insurance policy number and authorisation for psychological treatment.

The lawful basis for processing personal data

Tay Psychology has a legitimate interest in using the personal data and sensitive personal data we collect to provide health treatment. This data is necessary for us to provide psychological therapy.

What we do with your personal information

We will only use your personal information to provide the services you have requested from us.

If you do not provide the personal information requested, then we may be unable to provide a therapy service to you.

How long we store personal information

We will only store your personal information for as long as it is required. Basic contact information held on a therapist's mobile phone is deleted within 6 months of the end of therapy.

The sensitive personal data defined above is stored for a period of 7 years after the end of therapy. After this time, this data is deleted at the end of each calendar year.

How your personal information is used

We use the information we collect to:

- Provide our services to you.
- Process payment for such services.
- Send you information and information about our services that might be of interest to you. You have the right to opt-out at any time, and request that your personal contact information is deleted.

Who we might share personal information with

We hold information about each of our clients and the therapy they receive in confidence. This means that we will not normally share your personal information with anyone else. However, there are exceptions to this when there may be need for liaison with other parties:

- If you are referred by your health insurance provider, or otherwise claiming through a health insurance policy to fund therapy, then we will share appointment schedules with that organisation for the purposes of billing. We may also share information with that organisation to provide treatment updates.
- In cases where treatment has been instructed by a solicitor, relevant clinical information from therapy records will be shared with legal services as required and with your written consent.
- Your psychologist may have a therapeutic will. Your name and contact details will be shared with your Clinical psychologist's Therapeutic Executor. This is so that you can be contacted in the event of their death should you be receiving therapy from them.

In exceptional circumstances, we might need to share personal information with relevant authorities:

- When there is need-to-know information for another health provider, such as your GP.
- When disclosure is in the public interest, to prevent a miscarriage of justice or where there is a legal duty, for example a Court Order.
- When the information concerns risk of harm to the client, or risk of harm to another adult or a child. We will discuss such a proposed disclosure with you unless we believe that to do so could increase the level of risk to you or to someone else.

What we will NOT do with your personal information

We will not share your personal information with third-parties for marketing purposes.

How we ensure the security of personal information

Personal information is minimised in phone and email communication. Sensitive personal data will be sent to clients in an email attachment that is password protected. Email applications use private (SSL) settings, which encrypts email traffic so that it cannot be read at any point between our computing devices and our mail server. We cannot take responsibility for information received in email communications that has not been password protected.

Information stored in paper form is kept securely in a locked cabinet. Personal digital information is also stored on a secure cloud server offering high levels of security. All digital devices used to store and access information are password protected.

Your right to access the personal information we hold about you

- You have a right to access the information we hold about you.
- We will usually share this with you within 30 days of receiving a request.
- We may request further evidence from you to check your identity.
- A copy of your personal information will usually be sent to you in a permanent form (that is, a printed copy).
- You have a right to get your personal information corrected if it is inaccurate.
- You can complain to a regulator. If you think that we haven't complied with data protection laws, you have a right to lodge a complaint with the Information Commissioner's Office.

Tay Psychology reserves the right to refuse a request to delete a client's personal information where this is therapy records. Therapy records are retained for a period of 7 years in accordance with the guidelines and requirements for record keeping by The British Psychological Society (BPS; 2000)[1] and The Health and Care Professions Council (HCPC; 2017)[2].

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