

Privacy and Data Protection Policy

In order to effectively run my psychology practice I collect, store and process information about you. My Privacy and Data Protection policy describes the information I collect and how I manage it when you use my service. This information includes personal information as defined in the UK General Data Protection Regulation (GDPR) 2018. Clinical psychologists are required to comply with the directives outlined by the GDPR. As per these laws I am a registered data controller with the Information Commissioner's Office (ICO). If you have questions about how I manage personal information that are not answered by this policy, please contact me by emailing info@jessicamuir.co.uk.

Why do I collect information about you?

I collect personal data upon the legal basis of 'legitimate interests', or with your consent, as I need certain information to provide you or your family member with a clinical psychology service. In summary it helps me to:

- Deliver appropriate clinical psychology treatments
- Verify your identity
- Process your payment
- Send you relevant information
- Provide you with a useful website. For instance, my website may gather information via 'cookies' in order to monitor performance and improve functionality. For information on cookies and their purposes see <https://allaboutcookies.org/>

What information do I collect?

The information I collect may include:

- Your name
- Your date of birth
- Your gender or preferred identity
- Your contact details including your address, email address and phone number
- Your GP's name and contact details
- Any relevant information about your current and past mental health history
- Any relevant information about physical health conditions
- The name of health insurance providers, if applicable, and any data provided by the insurer
- Your banking details if you make electronic payments
- A record of attendance and a brief summary of the content of sessions

How do I use the information that I collect?

Information such as your contact details allows me to communicate with you, for example informing you about appointments and sending invoices.

Information relating to your mental health and our work together helps me to monitor the treatment and service I am providing you with. When necessary I will use it to write assessment letters or reports. It can also form the basis of reflection and guidance in my professional supervision. As an accredited clinician registered with the Health and Care Professions Council (HCPC) I am required to undertake regular supervision of my work with a mental health professional.

In supervision sessions any identifying information shared is minimised and discussions between the supervisee and supervisor are bound by strict confidentiality rules.

Where do I keep the information?

Your privacy is paramount. To protect your privacy any notes I take from our therapy sessions will be anonymised and stored securely. All information will be stored in compliance with GDPR rules as described below:

- Paper notes and hard copies of reports will be stored in a locked filing cabinet.
- Information, such as invoice details, electronic notes I write and forms you complete and return to me via email, will be stored on my personal computer. The computer is password protected and the hard drive is encrypted.

How long do I keep the information?

I will not keep your data or information about our work any longer than necessary. I will retain administrative and clinical information for the duration of our work together, and then in line with recommended guidelines, for a period of up to 7 years. At the end of this period, the information will be securely destroyed.

Data and information relating to work with children may be kept until they turn 25 years old in line with best practice guidelines and then will be securely destroyed.

With whom do I share your personal information?

Your personal information is confidential and I will only share it when there is a need for liaison with other parties:

- If you are referred by a health insurance provider, or funding therapy with a health insurance provider, then I may be required to share appointment schedules for the purposes of billing. I may also be required to provide the insurance organisation with treatment updates.
- In cases where your treatment has been instructed by a solicitor certain information from your clinical records may be shared with legal services, with your consent.

In exceptional circumstances I may be required to share personal information with relevant authorities:

- When consent is given by a client for me to contact a third party e.g., a school teacher.
- When a healthcare provider (e.g. your GP) requests need-to-know information.
- When there is a legal duty, for example a Court Order, or disclosure is in the public interest e.g. to prevent a miscarriage of justice.
- When I am concerned that you and/or others are at risk of harm. Prior to making a safeguarding disclosure I would always aim to discuss my concerns with you and seek to gain your consent. If I was concerned that discussing my intention to disclose information with you would increase the risk of harm you or others faced then I would be legally obliged to speak to other parties without your consent.

Your rights

Under the GDPR and Data Protection Act you have the right to:

- Ask for a copy of your personal data held by me, at no cost to you
- Ask me to correct or update any personal information that I hold about you
- Request that your personal data be transferred to another person (data portability)
- Ask to be informed of what data processing is taking place
- Request that I delete, destroy or stop processing your personal information

Complaints or queries

If you have any queries about how I manage your personal data please let me know and I will get back to you as soon as possible. If you have any complaints about the way I collect or use your data then please do let me know as I will take seriously and investigate any complaints I receive.

If you are not satisfied with my response to any queries or complaints that you make then you may contact the Information Commissioner's Office (ICO). The ICO contact details are:

- Website with live chat function: ico.org.uk/make-a-complaint/
- Helpline: 0303 123 1113

This privacy notice was updated on 12 November 2022. It will be subject to regular reviews and any changes will be noted.

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