

Your information in relation to
Data Protection ACT and General Data Protection Regulations 2018.
Privacy Statement & Consent Form

- Post Brexit, data protection is governed by the Data Protection Act 2018; the UK data protection regime is set out in the DPA 2018, along with the UK GDPR. The GDPR has been retained in UK law as the UK GDPR and will continue to be read alongside the Data Protection Act 2018, with technical amendments to ensure it can function in UK law.
- The UK GDPR is the UK General Data Protection Regulation [link to legislation.gov.uk]. It is a UK law which came into effect on 01 January 2021. It sets out the key principles, rights and obligations for most processing of personal data in the UK, except for law enforcement and intelligence agencies.
- It is based on the EU GDPR (General Data Protection Regulation (EU) 2016/679) which applied in the UK before that date, with some changes to make it work more effectively in a UK context
- This give us all more rights over how our data is collected stored and used and aims to protect our information and our privacy. It addresses issues raised by modern technology and how data is collected used and stored. Your confidentiality, and the security of your data, is my priority.

As well as legal frameworks, I also abide by professional ethical frameworks and codes of conduct. I am a Registered Member of the United Kingdom Council for Psychotherapy, the Association of Cognitive Analytic Therapists (ACAT) and the Association for Counselling and Therapy Online (ACTO).

If there is anything you are not clear about, or are concerned about, in relation to how your information is cared for, please do ask.

I specifically request your consent within this document, so it is vital you read it carefully and sign to confirm you have read and understood it all.

You can withdraw your consent at any point. If this is the case, we may need to review how we work together. I will always act ethically and with your best interests at heart.

What information do I request and why?

I collect data necessary for therapy purposes.

The information I request is specifically to help me to help you. For example, I need information to help you decided if therapy is suited for you, to communicate about appointments, or to ensure your safety if in time of crisis.

The information I request includes; your name, address, telephone number, date of birth, and your GP details including additional relevant health information.

I do not routinely communicate with your GP. Where I consider this helpful I will always aim to discuss this before with you to gain your consent. *The exceptions to this 'rule' are where I might have*

Version 3.0. March 2021. This is a working document and is reviewed regularly. If there are significant amendments, you will be informed.

concerns for your safety or well-being or concern for others, and where this concern is such that it overrides the usual boundaries of confidentiality; or if I do not have chance to speak with you about it in a timely enough way. Or where I am compelled by a Court of Law; or where statutory law requires me to inform the relevant authorities – such as terrorist activities, drug trafficking or abuse of a child or vulnerable adult.

Please sign here to confirm consent for me to contact your GP in the interests of your wellbeing both written / verbally;

Signed _____

Dated _____

Telephone Contact

My phone is locked and protected with a pin number to help protect your information.

When I use telephone to communicate with you, I anonymise your telephone number in my phone.

I will not leave voicemail messages unless I have gained your consent to do so.

Text Messaging

I delete texts sent to my mobile after reading and only use text for information of a practical nature.

Please note If you would like to communicate via text, for example regarding rescheduling appointments, and prefer to use a more secure system then you may do so via an app called **Signal**. This can be downloaded to your mobile phone. It is free and is easy to use. www.signal.com

Please note that normal emails and texts, and related applications such as FaceTime, WhatsApp and Messenger, are not recommended due to confidentiality and privacy issues. As from 25th May 2018 I do not use these with clients.

Please sign here if you consent to me using your telephone number to;

- Call you about practicalities of therapy e.g. appointment times or urgent cancellations;
- Signed _____
- dated _____

- Text you about appointments;
- Signed _____
- dated _____

- Leave voicemail messages;
- Signed _____
- Dated _____

Email

For email, I use **Protonmail** which is encrypted and provides more security than Hotmail addresses. It is easy to install and use, and it has a free version. www.protonmail.com which I urge you to use.

I delete email messages regularly as part of data cleansing and I do not keep information longer than necessary.

If I send you any documents related to your therapy, I will password protect these and send the password separately either by email, text, or Signal (see below).

Please sign here if you consent to me using your email address to communicate with you.

Signed

Dated

Online sessions using Zoom

Where we are working online, I will use software where data security is implemented and where their adherence to GDPR compliance is confirmed in their Terms and Conditions. In particular I use zoom for all online therapy sessions:

<https://zoom.us/privacy>

No platform is 100% secure and there are risks to privacy and security which are important for you to understand. By signing this you are indicating informed consent having fully understood the nature of these risks and how I aim to protect you by implementing all due diligence.

Digital information

The computer I use is protected with face recognition.

I have MacAfee installed to provide a layer of protection against viruses and malware that could compromise security.

Digitally held information e.g. letters, are stored on an external hard drive which is kept in a locked office.

I also have a backup drive that I keep in a locked cabinet in the locked office.

I anonymise information and keep identifying information separately.

Please note;

- You are welcome to see any notes I keep for therapy purposes, most of which is generated within session or at least shared with you within sessions.
- Any documents or paperwork generated from the therapy are stored in a secure locked cabinet within a locked room.
- I request that neither whole nor part of our exchanges – direct information or verbatim transcripts – should be published or circulated to third parties, social or professional forums.

How Long do I keep your information for?

I am required by my Professional Indemnity Insurer to keep information for 7 years.

If you would like to have your details removed, partially or entirely, I will be happy to do so, providing that there is no adverse reason (such as a complaint or a legal reason) to do so. If you want

your information removed please put this in writing to CATtherapy@protonmail.com with “right to erasure” in the email subject field.

Supervision

I am required to have clinical supervision for professional purposes. I discuss your therapy periodically to make sure that I am doing the best in my work with you to help you.

My supervisor does not have your full details, but I may use your first name.

My supervisor will keep any notes from supervision within a locked cabinet.

Financial information.

Why I keep this data

As a sole trader, I am required by law to retain certain financial information, primarily for tax purposes.

If using payment by BACS please do not use your name as reference. Payment information

How I keep this data

I make a note of payments you have made, in an accounts book which I keep in a locked draw in a locked room. I may also outline invoices and record payments in my paper diary, but under a code rather than your name.

How long I keep this data

I keep financial information for 7 years as advised by HMRC.

Who sees the data

Payments by cheque will be processed by my bank, and your account name may be visible on my bank statements.

Banking transactions may be viewed by employees of the bank, my accountant, my financial advisor, and tax officers (HMRC).

When payment is made via BACS, your account name or reference (or the name of the person who is paying) may show up on my online or paper bank statements. You have the right to discuss alternative payment options with me.

Your agreement to therapy requires your agreement to these arrangements for supervision.

If you wish to withdraw any aspect of your consent, then please do discuss this with me.

Whilst we are working together your name and contact number will also be held by a local colleague, who is also a counsellor, and is the person who would get in touch with you to inform you in the event of my sudden incapacity or death. They will hold information, stored securely and which will be securely destroyed once our work together is ended.

Complaints

If you are unhappy with any aspect of how your data has been looked after, or are concerned in any way about it, please do bring it to my attention in the first instance.

If you feel unable to do so, and wish to make a complaint then please contact;

UKCP <https://www.psychotherapy.org.uk/registers-standards/complaints/make-a-complaint/>

ICO <https://ico.org.uk/make-a-complaint/>

ACAT <https://www.acat.me.uk/page/concerns+and+complaints+procedure>

If I become aware of any data breach that I feel compromises your confidentiality, I will register this with the Information Officer Commission within 72 hours and I will endeavour to contact you to inform you.

Please sign here to confirm you have read and understood the information within this document.

Signed

Dated

You have the right to withdraw your consent at any time. We would need to discuss what this might mean in practice. There may be certain situations that require certain information to be retained, and I may need to seek legal advice in this case.