

Privacy policy

Introduction

Your privacy is very important to us and you can be confident that your personal information will be kept safe and secure and will only be used for the purpose it was given to us. We adhere to current data protection legislation, including the General Data Protection Regulation (EU/2016/679) (the GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications (EC Directive) Regulations 2003. This privacy notice tells you what I will do with your personal information from initial point of contact through to after your therapy has ended, including:

- Why I am able to process your information and what purpose I am processing it for
- Whether you have to provide it to me
- How long I store it for
- Whether there are other recipients of your personal information
- Your data protection rights.

We are happy to chat through any questions you might have about our data protection policy; please contact daniel@edexerciseclinics.com for more details. 'Data controller' is the term used to describe the person/ organisation that collects and stores and has responsibility for people's personal data. In this instance, the data controller is Daniel Mansaray.

Lawful basis for holding information

The GDPR states that we must have a lawful basis for processing your personal data. There are different lawful bases depending on the stage at which we are processing your data. We have explained these below: If you have had therapy with us and it has now ended, we will use legitimate interest as our lawful basis for holding and using your personal information. If you are currently having therapy or if you are in contact with us to consider therapy, we will process your personal data where it is necessary for the performance of our contract. The GDPR also makes sure that we look after any sensitive personal information that you may disclose to us appropriately. This type of information is called 'special category personal information'. The lawful basis for us processing any special categories of personal information is that it is for provision of health treatment (in this case psychological therapy) and necessary for a contract with a health professional (in this case, a contract between us and you).

How we use your information:

When you complete a self-referral form for our services we will collect information to help us satisfy your enquiry. This will include name, address, email, date of birth, contact number, next of kin contact details and GP contact details.

Alternatively, your GP or other health professional may send us your details if they make a referral with your consent or a parent or trusted individual may give us your details when making an enquiry on your behalf. If you decide not to proceed we will ensure all your personal data is deleted within 7 days. If you would like us to delete this information sooner then let us know. While you are accessing therapy rest assured that everything you discuss with us is confidential. In exceptional circumstances confidentiality may be broken. The circumstances could include:

1. Where you as a client give consent for the confidence to be broken.
2. Where we feel it is appropriate to consult with, or involve other professionals such as your GP in circumstances where there is a risk of harm to you or to a third party. In such cases we will aim to discuss any action with you first and seek to gain your cooperation.
3. Where in rare cases we are legally compelled by a court of law.
4. Where statutory law requires us to inform the relevant authorities (such as drug trafficking or abuse of a child or vulnerable adult).

We will always try to speak to you about this first, unless there are safeguarding issues that prevent this.

We will keep a record of your personal details to help the therapy services run smoothly. These details are kept securely and are not shared with any third party. I will keep written notes of each session, these are kept in password protected folders.

We also keep information that might be relevant to the therapeutic process such as:

- Your signed therapy contract
- Your assessment documents
- Referral form
- Information from web-based enquiry forms

We keep therapy records for as long that is needed. Once therapy has ended your records will be kept for up to 5 years and are then securely destroyed. If you want us to delete your information sooner than this, please tell us, although we have the right to refuse this in line with HCPC guidelines.

Your rights:

We try to be as open as we can be in terms of giving people access to their personal information. You have a right to ask us to delete your personal information, to limit how we use your personal information, or to stop processing your personal information. You also have a right to ask for a copy of any information that we hold about you and to object to the use of your personal data in some circumstances. We will usually share this with you within 30 days of receiving a written request.

If we do hold information about you, upon request, we will:

- Give you a description of it and where it came from
- Tell you why we are holding it
- Tell you how long I will store your data and how I made this decision;
- Tell you who it could be disclosed to;
- Let you have a copy of the information in an intelligible form.

You can also ask us at any time to correct any mistakes there may be in the personal information we hold about you. To make a request for any personal information we may hold about you, please put the request in writing and email to daniel@edexerciseclinics.com. If you have any complaint about how we handle your personal data please do not hesitate to get in touch with me by writing or emailing to the contact details given above. We would welcome any suggestions for improving our data protection procedures. If you want to make a formal complaint about the way I have processed your personal information you can contact the Information Commissioner's Office.