

**PsyCAF**

*Psychology Services for Children & Families*

## Psychology Services for Children and Families (PsyCAF)

### PRIVACY NOTICE

I, Dr Samantha A Piggott am a Sole Trader offering Psychology Services for Children and Families. This privacy notice describes how I use any personal information I collect about you as a service user (client, patient or supervisee) or when you use my website.

I provide psychological assessments and therapy services based in the West Midlands and Warwickshire. This privacy notice provides information about the personal information I process about you as a data controller, in compliance with the General Data Protection Register (GDPR).

My ICO Registration Number is: ZA401911

Feel free to contact me at: [sam@psycaf.com](mailto:sam@psycaf.com) with any queries, questions or requests about the information I process.

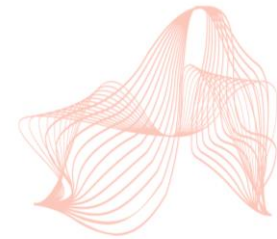
### What are your rights?

I am committed to protecting your rights to privacy. They include:

- Right to be informed about what I do with your personal data
- Right to have a copy of all the information I process about you
- Right to rectification of any inaccurate factual data I process, and to the information I hold about you if it is incomplete
- Right to be forgotten and your personal data destroyed
- Right to restrict the processing of your personal data
- Right to object to the processing I carry out based on legitimate interest

### Why do I collect information about you?

I will collect information about you if you are a client, patient or supervisee. This includes you if you (your child) are an individual I assess or if you are part of the family I assess (such as with adopted, looked after or foster children). I process data because it is in the legitimate interests as a Registered Psychologist to do so. I need to see and analyse documents containing this



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information in order to provide professional psychological opinion/consultation, carry out an assessment or provide interventions.

As a client or patient my lawful reason for processing “special category data” is that it is necessary for the purpose of the provision of Health or Social Care or treatment.

Another lawful reason for me processing your data may be “Legal Obligation”. If I am processing “special category data” about you, this is my second lawful reason to do so.

### **What information do I collect about you?**

I collect information about you that may include personal or sensitive information such as:

- Basic information: first or given name, surname, address, telephone numbers, date of birth, gender, age, relationship status, ethnicity, G.P details, email address.
- Sensitive personal data: therapy records (notes, letters, reports, outcome measures/psychometric assessment)

To make sure that you are assessed/treated/supervised safely and appropriately, I record your personal information as well as details about all contacts you have with me, such as appointments, supervision sessions, assessment information, letters relating to your care/report. Your data is kept safe at all times.

I also process data in relation to the legitimate interests of my business including:

- Invoices, receipts, accounts and tax returns.

### Clients/Patients (Assessment/Therapy)

When you are a patient or client I record all details of your appointments including session content and assessment/treatment so that I can plan and review your treatment correctly. In addition to the personal information I collect about you (indicated above) I may also collect information regarding:

- Medical conditions, prescribed medications, psychological history, current difficulties.

### Anonymous data collected through my website (psycaf.com):

In addition to the information I collect as described above, I use technology to collect anonymous information about the use of my website. For example, my web server automatically logs which pages of my website my visitors view, their IP addresses and which



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web browsers they use. This technology does not personally identify you - it simply enables me to compile statistics about my visitors and their use of my website.

My website may contain hyperlinks to other pages. I may use technology to track how often these links are used and which pages on my website my visitors choose to view. Again, this technology does not identify you personally - it simply enables me to compile statistics about the use of these hyperlinks.

### Cookies

To collect the anonymous data described above, I may use session 'cookies' that remain in the cookies file of your browser until the browser is closed.

Cookies by themselves cannot be used to discover the identity of the user. A cookie is a small piece of information which is sent to your browser and stored on your computer's hard drive. You can set your browser to notify you when you receive a cookie. This enables you to decide if you want to accept it or not. For more information about cookies, including how to set your browser to reject them, please go to [www.allaboutcookies.org](http://www.allaboutcookies.org).

I may also use your IP address to help diagnose problems with my server and to administer my website. An IP address is an assigned number, similar to a telephone number that identifies your computer on a network. Your IP address is also used to gather broad demographic information.

### **How do I store the information about you?**

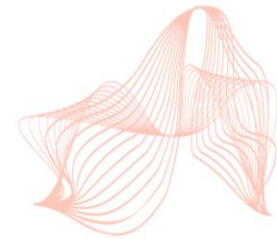
Your privacy is extremely important to me and I take it very seriously.

I am committed to taking reasonable steps to protect any individual identifying information that you have provided to me. Once I receive your data I make efforts to ensure it is securely on my systems. This includes safely storing hard copies of paperwork in locked filing cabinets with restricted access and storing electronic information on encrypted devices which are backed up. Sensitive personal data is sent on an attachment via email which is password protected. Passwords are then provided to the recipient (or agreed allocated person) verbally or via text message to the agreed mobile telephone number. None of your personal information is stored on the PsyCAF website: [psycaf.com](http://psycaf.com)

All personal information and special category information is stored in compliance with General Data Protection Regulations (GDPR) and EU rules.

### **How Long Do I Keep your Information for?**

I do not keep information for any longer than necessary.



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Administrative data is retained for up to 6 years as necessary, in the event there are any queries from HMRC. Where it is not necessary to retain the data for 6 years, it is destroyed as soon as possible.

Personal data is retained as necessary, for 7 years, in compliance with professional indemnity and legal obligations. In patients under the age of 18 years, data is retained for 7 years after the age of 18 years.

### **Who do I share your personal information with?**

Your information is kept confidential wherever possible. However, if I become aware of your intent to cause harm to another person/organisation (e.g. terrorism), the law may require that I inform an authority without seeking your permission. In such a situation the law may require that I share your personal information without your knowledge.

By contacting me by email you can obtain further information pertaining to:

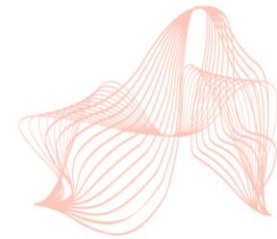
- Agreements I have with other organisations for sharing information
- Circumstances where I can pass information on without consent for example, to prevent and detect crime, to share any safeguarding concerns.
- How I check the information I hold is correct and up to date.

### Patients/Clients (Assessment and Intervention) and Supervisee's

In most circumstances I will not disclose personal data without consent. If I do need to share your information I will always try and ask your permission for this. I may not be able to ask for permission under special circumstances where I am professionally and/or legally required to do so.

Your information may be shared with outside organisations if they are directly involved with your care/case e.g. a Local Authority funding your therapy, a G.P or Paediatrician overseeing the medical care of your child. I would discuss with you who I am discussing your care with and what details I would share with them.

As part of on-going professional practice I seek regular supervision. As part of this I discuss and explore the therapeutic work I complete. This may occur through verbal discussion or the showing of recorded sessions (when consent for this has been obtained from you). In order to protect your privacy my supervisor (Registered Consultant Psychologist) will not know you personally or professionally.



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If I believe you or others are at serious risk of harm, either from yourself or others, or if you are at risk of harming others, I will share your information with an appropriate professional e.g. G.P, Mental Health Service, Emergency/Crisis Services.

If you are a supervisee I will collect sensitive data related to your psychological practice. This data may be shared with a third party if I am legally or ethically obliged to do so (e.g. if there are concerns of malpractice and need to report to a professional body).

When investigating a complaint, I may need to share personal information with other relevant bodies.

### **How can you access your information and correct it, if necessary?**

I am open about giving people access to their personal information. Individuals can find out if I hold any personal information by making a “subject access request” or “Right to Access” under the Data Protection Act (1988) and the General Data Protection Regulation. I will then supply you with:

- A description of all the data I hold about you, inform you how it was obtained, inform you why and for what purposes I am holding it, what categories of personal data is concerned, inform you who it could be disclosed to, inform you of the retention periods of the data, let you have a copy of the data in an electronic format unless requested otherwise.

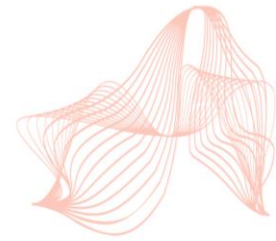
You can make a request verbally or in writing and can ask me to correct or remove information you think is inaccurate.

### **Complaints or queries**

I endeavour to meet the highest standards when collecting and using personal information. For this reason, I take any complaints I receive about this very seriously. I encourage people to bring it to my attention if they think that my collection or use of information is unfair, misleading or inappropriate. I would also welcome any suggestions for improving procedures. If you do have a complaint, contact me.

If you are not satisfied with the response from me or believe I am not processing your data in accordance with the law you have the right to raise your complaint with the Information Commissioner’s Office (ICO):

Website: <https://ico.org.uk/concerns/>



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Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

Tel: +44 (0) 303 123 1113

I may change this privacy policy from time to time so please check back to ensure you're happy with any changes. By using my website, you're agreeing to be bound by this Policy.

### **Who am I and how to contact me**

Dr Samantha Piggott is the company (Sole Trader) that you are supplying your personal information to. Dr Piggott can be contacted by email at:

[sam@psycaf.com](mailto:sam@psycaf.com) or via telephone on 07847 744 541