



Privacy Policy and Data Protection

Here at the Cedar Therapy Clinic, we take your privacy and confidentiality seriously. Our rules and regulations surrounding the collection and storage of your personal information and data complies with both the Data Protection Act 1998, and also the European General Data Protection Regulations 2018.

Our director acts as the data controller for this website and any personal data we may store. We process all data in accordance with the Data Protection Act 1998.

The purpose of the privacy policy is to inform you as a user of the site and this service about what information we collect and how we use that information. We want you to feel secure when using our services and we are committed to respecting your privacy. Below, we give an overview of how we do that.

What information do we collect?

Most of the personal information we process is provided to us directly by you for the purposes of providing psychological therapy. When you submit a query through our website, we will have access to your full name, email address and any other information that you directly provide.

As part of our process, when you contact the clinic to book an appointment, we will register you as a patient of the clinic. As part of this registration process, we will collect and store personal data, which may include, but not be limited to; full name, address, and post code, contact telephone number and email address, registered GP surgery and named GP if you have one, information about relative health conditions and prescribed medications and payment information. If clinically relevant, we may also collect information relating to your child and their health and welfare. This information is required for the purposes of identifying you, linking you with records we keep, to contact you and to keep you notified of any changes to the service you may receive from us.

During therapy appointments, notes will be documented to help plan therapy work. Patient notes will be kept brief in detail but will be anonymised. Some of the information collected during therapy sessions is classified as sensitive and personal information (for example, ethnic origin, private opinions). All information collected complies with the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are a contractual obligation, a legal obligation, legitimate interest, 'provision of health treatment'. You can find further explanation of these on the Information Commissioner's Office (ICO) website: <https://www.ico.org.uk>

The requirement of this information forms part of your contract with us and will allow us to provide an assessment or therapy service to you and help to ensure the quality of care that we provide.

How is information stored?

Information will be stored securely in accordance with the Data Protection Act and ICO guidelines.

Your information will predominately be stored electronically and also hard copy (on paper). Electronic records will be kept on a password protected computer and hard copies stored in a locked filing cabinet. If files are transferred between clinics, they will be anonymised whilst in transit.

Emails will be stored in a password protected, GDPR compliant email account used for business related items of The Cedar Therapy Clinic. Occasionally we may contact you via telephone, your personal information will not be stored on our mobile phone and all contact regarding your care will be delivered primarily through email. Please do not send any sensitive information via email or text message. We may communicate with you by post, mobile phone, or email. If reports are sent electronically, they will be password protected.

How long will information be kept?

It is lawfully required that a basic health record documenting the care you received will be stored in a secure location for 7 years (or 7 years after your 18th birthday if you are under 18 years currently). Your record will therefore be stored securely for 7 years after our work together has been completed. Following this time your data will be destroyed; electronic records deleted, and paper records shredded.

What information will we share?

Your data will not be shared for marketing purposes and will not be sold to any third party.

Your data may be shared, with your consent, with a third party who you have formerly informed us is involved with your care (e.g., GP, solicitor, insurance company, legal proceedings). We may also share data with a third party if they have contracted a service with us on your behalf (e.g., your insurance company). We may share information with your/your child's GP. We may also discuss sharing information with other relevant bodies (e.g., schools, health, and social care professionals) if this is clinically relevant and appropriate or may be legally required to do so (e.g., court order). This is to ensure you/your child receive the best possible care and continuity of care is maintained across responsible organisations. Sharing information forms part of our contract as a psychological service provider.

There may be instances where your data is shared without your consent. British Association for Behavioural and Cognitive Psychotherapies (BABCP) standards of ethics and the General Data Protection Regulations (GDPR) state that data processing may be vital in the legitimate interests of the data subject and for the service provider to complete their business. Therefore, during the course of therapy, if there are circumstances where you/your child or someone else may be at risk of significant harm, we may be legally obliged to share information about you without your consent. This sharing of information will be with your GP, another healthcare provider or statutory body (e.g., social services, emergency services) and will be for the purposes of ensuring safety and preserving human life. If this is necessary, as far as reasonably possible, we will discuss this with you first and act in accordance with BABCP ethical guidelines. If you have concerns about information sharing, please discuss them with us.

The British Association for Behavioural and Cognitive Psychotherapies (BABCP) guidelines for clinical practice recommend that each Cognitive Behavioural Therapist (CBT) employs a Clinical Supervisor to ensure robust quality is maintained and the psychological care provided meets an acceptable standard. A Clinical Supervisor will be employed by your therapist for this purpose. A Clinical Supervisor will also be a BABCP registered practitioner who is legally bound by the same confidentiality rules and regulations as your therapist and is also GDPR compliant. Sensitive data will be shared with a Clinical Supervisor but will be entirely anonymised.

Private healthcare practices are legally obliged to create clinical wills and BABCP guidelines recommend private therapists have clinical wills. A clinical will is a formal written document that provides instructions as to how an appointed executor should act in the event that your therapist is no longer able to operate a clinical practice. Therefore, should this occur, a clinical executor will have access to your information and act accordingly.

Your Data Protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information. You will receive electronic or scanned information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to request us to erase your personal information in certain circumstances. If it is no longer necessary for us to hold this data, to protect your or our legitimate interests, we may comply with your request if we have no legal obligation to hold this data. Currently, if we provide any form of psychological assessment or care to you, we are legally obligated to store health information for a period of 7 years. We will review individual requests for data erasure and discuss this with you directly. If it is not possible to delete your data, we will provide an explanation for this.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

Contact details

If you have any further concerns or would like further information about data processing and storage, please contact me directly or contact the Information Commissioner's Office (ICO). Contact details are below:

✉ sophie@thecedartherapyclinic.com

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

<https://www.ico.org.uk>