**PRIVACY NOTICE: Data Protection**

**Why do we need to process information about you?**

In providing you with services, I will need to handle your personal information. Personal information is details about you from which you can be identified, such as your name and contact details. Depending on what services you receive from us, we may process additional sensitive data such as information about your health. This information is essential to inform, facilitate and provide assessment and therapeutic services which are appropriate to your individual needs.

Under the requirements of the British Association of Cognitive and Behavioural Psychotherapists (BABCP) I am obliged, according to the legitimate interests of provision of our services, to keep documentation of your personal data to allow us to provide assessment and therapy services to you.

**What information will you hold?**

Information about you will be held in the form of written notes, emails, questionnaires, letters and invoices. This information could be collected at any point during your contact with me and/or during your receipt of services.

Your information will be collected, managed and stored solely for the purposes of my providing you with psychological services.

**How long will you store my information for?**

We will hold information about you for as long as you receive services from us and for 6 years following the date of our last contact with you.

Paper-based information will be electronically scanned and stored shortly after the point your case file is closed (defined as your last appointment). Paper-based information will be shredded and disposed of in confidential waste after this period. Electronically held files will be held securely and deleted after 6 years.

You also have the right to ask for your information we hold on you to be erased prior to this time by contacting myself; as the Data Protection Officer via email to [admin@cbt-consultations.co.uk](mailto:admin@cbt-consultations.co.uk)

However, if you want to have your data removed, I do have to determine if I need to keep the data. For example, if there is an on-going legal matter related to your case or if your request falls within the timeframe that our governing practice body has a requirement that we hold data for (around 6 years). In this instance, I may not be able to erase your data before that time has passed or any court action is ended.

**How can I access the information you hold?**

You can ask to access the information that I hold by writing to me; Tina Chipman at CBT Consultations, 136 Nantwich Road, Crewe, Cheshire CW2 6AX or via email to [admin@cbt-consultations.co.uk](mailto:admin@cbt-consultations.co.uk)

You can also ask for your information to be transferred to another provider of psychological services. We will respond to your request within 30 days.

Verification of the identity of anyone making such a request will be required before information can be shared.

**What if I believe the information you hold about me is incorrect?**

Whilst you are receiving services from myself, I will aim to keep the information held about you up-to-date. I would encourage you to tell me as soon as possible if your personal data changes so that I can update your records.

You can also let me know if you believe the information that I hold about you is inaccurate, needs amending or updating, by contacting myself; Tina Chipman, as the Data Protection Officer at CBT Consultations.

**Protecting your Information**

I am committed to keeping the information I hold about you secure. To protect your personal data, I follow the guidelines and recommendations in line with my professional bodies (BABCP) and statutory regulatory bodies such as the Information Commissioners Office. More detailed information can be found in my Data Protection Policy, which complies with the requirements detailed

in the Data Protection Act (1998) and the General Data Protection Regulations (2018). This document is available on request.

I have physical, electronic, and operational procedures in place to protect your data. In the unlikely event of our security processes being compromised leading to a significant breach of your information, I will inform you within 72 hours.

**Confidentiality:**

The confidentiality of your personal information is very important to me. The service that I provide is confidential and I will not share your information unless I judge that there is a serious risk of harm to yourself or others, or with your written consent, or when we are legally obliged to do so. Confidential information is restricted only to those who have a reasonable need to access it.

**Who can I contact if I have concerns about my data management?**

Should you have any concerns about the management of your data, please contact me; Tina Chipman at CBT Consultations, in the first instance. If I am unable to resolve your concerns, you have a right to complain to the Information Commissioner’s Office at <https://ico.org.uk>

Policy operational on: 6th April 2018

Policy review date: 5th April 2020