

At ChildPsy<sup>7</sup>, we aim to be as clear as possible about how and why we use information about you so that you can be confident that your privacy is protected

This policy outlines the information that ChildPsy<sup>7</sup> collects when you as an individual or professional, or your client, service user or parent/carer of the child/young person concerned use our services. This information includes personal data as defined in the *General Data Protection Regulation (GDPR) 2016* [and the subsequent *UK Data Protection Bill* that is expected to be enacted in 2018]

GDPR compliance has many requirements, but the primary ones are:

- We need to obtain your informed consent before collecting, storing, or using your personal data
- You have the right to withdraw consent and to be forgotten
- The data we collect must be minimised, accurate, and portable
- We have specific obligations if the data we store is ever breached

This policy describes how we manage your information when you use our services. It covers:

- What is ‘personal data’
- What is ‘processing’
- The legal bases on which we process your personal data
- What personal information we collect and when we collect it
- Where we keep the information
- When we delete your personal data
- How you can find out what personal data we hold

ChildPsy<sup>7</sup> uses the information we collect in accordance with all laws concerning the protection of personal data, including the *Data Protection Act 1998* and the *GDPR 2016*. As per these laws, as lead psychologist, Dr Helen Mason is the data controller; if another party has access to your data we will tell you in this policy if they are acting as a data controller or a data processor, who they are, what they are doing with your data and why we need to provide them with the information

If your questions are not fully answered by this policy, please contact Dr Helen Mason by email [helenmason@childpsy.co.uk](mailto:helenmason@childpsy.co.uk) If you are not satisfied with the answers provided by her, you can contact the Information Commissioner's Office (ICO) at <https://ico.org.uk>

What is ‘personal data’?	What is ‘processing’?
<p>Personal data means data which relate to a living individual who can be identified –</p> <p>(a) from those data, or</p> <p>(b) from those data and other information which is in the possession of, or is likely to come into the possession of, the data controller, and includes any expression of opinion about the individual and any</p>	<p>Processing, in relation to information or data, means obtaining, recording or holding the information or data or carrying out any operation or set of operations on the information or data, including –</p> <p>organisation, adaptation or alteration of the information or data, retrieval, consultation or use of the information or data, disclosure of the information or data by transmission, dissemination</p>

<p>indication of the intentions of the data controller or any other person in respect of the individual</p> <p>The Data Protection Act 1998 provides a separate definition for sensitive personal or special category data too. This relates to – information concerning a data subject's racial or ethnic origin, political opinions, religious beliefs, trade union activities, physical or mental health, sex life or sexual orientation, or details of criminal offences</p>	<p>or otherwise making available, or alignment, combination, blocking, erasure or destruction of the information or data</p> <p>The ID requested as part of a subject access request is also considered processing of personal data</p>
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## 1. The legal bases on which we process your personal data

We need to collect information about you so that we can:

- Know who you are – either as an individual or professional, or your client, service user or parent/carer of the child/young person concerned. This is so that we can communicate with you in a personal way. The legal basis for this is a **legitimate interest**
- Deliver services to you as an individual or professional, or your client, service user or parent/carer of the child/young person concerned. The legal basis for this is the **contract** with you
- Process payment for the services we provide. The legal basis for this is the **contract** with you
- Verify your identity as an individual or professional, or that of your client, service user or parent/carer of the child/young person concerned. This is to ensure that we can be sure we are dealing with right person. The legal basis for this is a **legitimate interest**
- Optimise your experience on our website. The legal basis for this is a **legitimate interest**
- Send you information about updates to our service and so on. The legal basis for this is your **consent**
- Provide you with a useful and relevant website. The legal basis for this is **legitimate interest**

The main legal bases we process your personal data then are contract and/or legitimate interests:

**Contract** - we need to process your personal data to fulfil our contractual obligations to deliver psychological consultation and assessment, which you, as individual and perhaps also a parent, or if you are a legal professional or a professional in education, health or social care has agreed for us to do. We will process all personal data that you share with us for the purpose of the consultation and/or assessment and will do so lawfully, fairly and in a transparent manner. Our processing of your personal data is, therefore, necessary if we are to fulfil our contract with you

**Legitimate Interests** - given the context and nature of our contractual relationship, the intended purpose for processing your personal data is to conduct psychological consultation and assessment, which can include psychometric profiling. Inevitably, this involves the processing of sensitive or special category data, which is outlined below. We have a legitimate interest to collect such personal data for the purpose of forming a professional opinion. In so doing, we will only collect information from you that is relevant to the purpose of consulting or undertaking that assessment and the associated and reporting, profiling and advising

## 2. What personal information we collect and when we collect it

If you are an individual and perhaps also a parent, or if you are a legal professional or a professional in education, health or social care, then you probably contacted us in the first instance. In emails and telephone calls, please ensure that you protect the identity of your clients, service users or students. To respond to you, we use: your name, organisation, email address and telephone number

When you go to our website: [www.childpsy.co.uk](http://www.childpsy.co.uk) and download information or make contact with us, we may ask you to provide certain information about yourself. Our website host *Wix* uses cookies (small pieces of data stored on your computer). These cookies are: session (transient) cookies that are erased when you close your browser; and persistent (permanent) cookies that are stored on your hard drive until they expire or until you delete them. These cookies are used to collect identifying information about the user. The information you provide will be kept confidential and will be used to support your relationship with us; it will not be passed to any third party service provider

Our website includes links to other sites which we consider may be of interest to you. We cannot be liable for their content. Users link to other sites at their own risk and use such sites according to the terms and conditions of use of such sites. The material on our site is given for general information only, and does not constitute professional advice. Given that the Internet uses an open system we cannot warrant that the site and downloads reach you virus-free. You must, therefore, take all appropriate precautions for your own safety

If you proceed with commissioning our services, then you will probably be sent several forms to complete. This is the main way in which we gather personal data and sensitive personal or special category data. These include our *Order Form & Contract for Services*, our *Psychologist's Referral Form* and our *Psychologist's Consent Form*. The latter will contain a summary of this privacy policy. Alternatively, for legal professionals requesting a non-registered intermediary for defendants, this involves our *Request for Service Form*. At this point, we gather and process your personal data as an individual, or of your client, service user or parent/carer of the child/young person concerned. As mentioned above, this involves gathering personal data, but also *sensitive* personal or special category data on an adult or parent and/or child or young person

Sensitive personal or special category data relevant to say, a psychological profile or a person's sense of self or identity includes for instance, information consisting of racial or ethnic origin, religious or philosophical beliefs, data concerning health or data concerning a natural person's sex life or sexual orientation. If relevant, we include gender identity in this, although this is not explicitly stated as sensitive or special category data in the legislation. Until trans and non-binary people gain legal rights and protection, this would fall under health information currently

To communicate with you as an individual or professional and/or with your client, service user or parent/carer of the child/young person concerned, we use: your name, organisation, email address and telephone number or postal address. The name of your client, service user or parent/carer of the child/young person will be anonymised in these communications

This is so that we can inform you and them about appointments, ask you and/or them for further information, update you and/or them or, to send you and/or them written reports. In reports and other records of the psychologist's involvement, we use: the name, address and/or email address of the client, service user or parent/carer of the child/young person

To create your invoice and process your payment using our accounting package *QuickBooks Pro* we use: your name, organisation, email address and telephone number or postal address

### **3. Where we keep the information**

We keep your information in the stores described below. Please note that we do not receive payments by card, so this information is not gathered

#### **On our computers**

We use personal computers that are located on our organisation's premises. The computers are password protected and the hard drives are encrypted. Data back-ups are processed using *Apple iCloud*. This is a secure

file sharing and data store. Passwords are changed regularly. Hard drives are removed from computers and destroyed when we upgrade

Your record as an individual or professional, and/or the records of your client, service user or parent/carer of the child/young person – including psychologist's report(s) on your client, service user or parent/carer of the child/young person - are stored in *Microsoft Word* and *Adobe Acrobat* which are word processing programs. The psychologist's report(s) will contain personal data, but also sensitive personal data or special category data. The pdf version of this document is password protected for distribution. If you are a professional, then your name and organisation will be entered into *Microsoft Excel* which is used as database for research and service development

#### **On our laptops and others mobile devices**

We use laptops, tablets and smart mobile phones. These devices are password protected and set up to locked if they are temporarily lost; and wiped of data if they are permanently lost/stolen. *Apple iCloud* software is also used to locate the device if it is lost or stolen. Data back-ups are processed using *Apple iCloud*. This securely stores the information held on these devices and keeps them updated across all devices. This is to ensure that record keeping is consistent across devices. The note pad software on mobile devices is password protected

#### **In our paper filing system**

Paper records are kept in our paper filing system in our office. This is a locked filing cabinet. This includes a copy of the psychologist's report. We take hand written or typed notes. These notes are used to create the report that we provide to you. These notes are deleted\* once the report is completed. However, in some circumstances they are kept

#### **4. When we delete your personal data**

As noted above, the main legal bases we process your personal data are contract and/or legitimate interest

Your records as an individual and/or professional, and/or the records of your client, service user or parent/carer of the child/young person – including psychologist's report(s) on your client, service user or parent/carer of the child/young person - are stored for specific periods of time

If you are an individual and an adult client of ours, your data will be kept for 7 years from the end of involvement. Where the individual is a child, their data will be kept until the child is 25 years. After this time period, all forms of personal data will be deleted permanently. However, in some cases the data will be kept for as long as necessary. This is where we decide we have a legitimate interest to do so, such as for safeguarding

#### **5. How you can find out what personal data we hold**

You have a legal right to know what personal data is being held about you and/or your child if you are a parent with parental authority. This can be done through what is called a **data subject access request**. When your child reaches the age of 16 however, the majority of young people have the capacity to understand the confidentiality of personal data and can make their own data subject access request. Please contact Dr Helen Mason by email [helenmason@childpsy.co.uk](mailto:helenmason@childpsy.co.uk) if you would like to make a data subject access request

#### **Further Information**

This policy is subject to change. Please refer to [www.childpsy.co.uk](http://www.childpsy.co.uk) for the latest version