

PRIVACY NOTICE FOR THE THERAPY FRAME LTD

For Local Authorities

Address – Hope Street Centre, 10 Hope Street, Sandbach, Cheshire, CW11 1BA

Telephone– 07422 513 780

The Therapy Frame provides a clinical psychology service to children, young people, adults and families who experience emotional, developmental, learning and mental health difficulties.

The service we carry out cannot be conducted without processing personal data.

This privacy statement covers:

- How we collect information.
- What personal information we process
- What we do with the information we have collected
- The legal basis for processing
- Whom we share the information with
- Rights under the data protection legislation
- How long the information is kept
- Changes to our privacy statement
- Reporting a breach of the General Data Protection Regulations

In order to properly fulfil our contractual obligation with the Local Authorities it is necessary for us to process personal data. We have a legitimate reason for doing so as the terms of the contract between the parties cannot be fulfilled without processing personal data.

How we collect information:

The Information collected is provided to us from the Local Authority on a Referral Form. The information is collected from the point the Local Authority commission the services of The Therapy Frame Ltd. At this point we begin to process personal Data provided to us.

What information we process

Data Subject (who)	Data Category (what)	Description
Client	Name	This is the forename and surname of the referred client.
Client	Gender and age	This is the gender and age of the referred client.
Local Authority	Contact address	This is the contact address, telephone number and email contact of and within the Local authority.
Local Authority	Contact name	This is the contact names within the local authority.

Client	Contact details	This is the Contact address, telephone number and email address of the referred client. (Consent will be sought on the preferred method of contact).
Client	GP details	These are the GP details for the referred client.
Client	School contact	These are the school contact details for the referred client.
Client	Family members	These are the family members who are listed as contacts.
Local Authority and Client	Details of referral	This is information regarding the referral and the main concerns.
Client	Previous interventions	This is information relating to previous interventions in relation to the referred client.
Professional	Contact details	This is the contact title, name, address, email and telephone number of all professionals involved with the referred client.
Client	Professional reports	This will be reports from the Local Authority, Social Care PAR and CPR and any other professionals involved with the referred client.
Client	Questionnaires	This is information from preliminary assessment questionnaires in respect of the referred client.

We only process information in the UK

What we do with the Information we have collected:

We only keep information necessary to fulfil the service for you, the Local Authority and the Client. Some information is stored electronically, and a secure paper copy is kept. We use the information on a legitimate basis, to:

- provide a clinical psychology service to children, young people, adults and families who experience emotional, developmental, learning and mental health difficulties.
- To fulfil the contract between the Local Authority and us.

The legal basis for processing

Under the General Data Protection Regulations there are various grounds which are considered a 'legal basis for processing'.

The Therapy Frame Limited is the Data Controller and the Director of the Company is the Data Processor.

The Therapy Frame Limited cannot fulfil the terms of the commissioned service without processing the personal data provided by the Local Authority. We therefore have a legitimate interest to process this data.

It should be noted that in some circumstances our legal basis for processing data may vary, however, we always operate in full compliance with the General Data Protection Regulations and will only process data with a fair and reasonable legal basis for doing so.

Where consent is required it will always be sought.

Whom we Share the information with:

We may share the information with the following people and professional bodies for legitimate purposes to fulfil the terms of the commissioned service between the parties. Only relevant information is shared, and we take great care to ensure that only information that is necessary for the performance of the task is disclosed ensuring where necessary, secure communication systems are used. We may share information with:

- We share information with you, the Local Authority.
- Social Workers
- Teachers
- Educational Psychologists
- Special needs Co-ordinator (SENCO)
- Education and Health Care Plan (EHCP) Assessment Co-ordinator
- Occupational Therapy Service
- Social Care
- GP
- Experienced qualified professionals
- Clinical Supervisors.
- Our Accountant.
- Our Associates
- The referred Client
- The referred Clients named family members

It should be noted that where it is deemed consent is required, consent will always be sought.

Rights under General Data Protection Regulations

The Local Authority has the right to request disclosure of information at any time however due to the nature of the work we carry out the right to request information to be deleted or removed would be denied for legitimate reasons.

How long the information is kept:

We only keep the information for as long as is necessary to deliver the service safely and securely.

Once the commissioned service is completed a copy of the professional report and discharge report will be shared with the Local Authority. Any other documentation no longer considered necessary to be retained will be returned to the Local Authority in agreement with the referrer. Consideration will

be given to the fact that in adoption referrals, in particular, the likelihood of a re-referral at some point in the future is high, and therefore, data in these cases will be retained for as long as it is deemed necessary.

If a client does not wish for their records and documentation in relation to their case to be returned to the Local Authority these will be retained providing agreement between the Local Authority, the client and Therapy Frame Ltd has been reached.

We may need to retain some records to maintain compliance with other applicable legislation – for example taxation and HMRC and other legitimate bodies that require us to maintain records.

Changes to our Privacy Notice.

This Privacy Notice will be reviewed regularly, and updated versions sent out accordingly.

Data Breaches:

The Therapy Frame Ltd require any data breach to be reported immediately to the Director, Maria Silvina Gioseffi telephone number 07422 513 780. The Data Breach will be assessed, and appropriate action will be taken.