

# **PRIVACY NOTICE FOR THE THERAPY FRAME LTD**

## **For Independent clients**

**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 your personal data. We have a legitimate reason for doing so as we are unable to deliver the service without processing your 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

### **How we collect information:**

The Information collected at the point we either have initial contact with you or receive your referral form. At this point we begin to process personal Data provided to us.

What information we process

Data Category (what)	Description
Name	This is the forename/s and surname of the client.
Gender and age	This is the gender and age of the client.
Contact details	This is the Contact address, telephone number and email address of the client.  (Consent will be sought on the preferred method of contact).
Referral information	All information from the referral form to include the reason for the referral.

Questionnaires	This is information from preliminary assessment questionnaires.
GP details	These are the GP details for the client.
Family members	These are the family members who are listed as contacts.
Previous interventions	This is information relating to previous interventions.
School Contact details	If the client is a child, we will require the school contact details including the name of the specific personnel within the school that we are to make contact with.
Professional bodies	Information regarding other professionals that are or have been involved in providing a service to our client.
Professional reports	We may access previous professional reports if a referral is regarding an adoptive family these are: <ul style="list-style-type: none"> <li>• Prospective Adopters Report (PAR)</li> <li>• Child Permanency Report (CPR)</li> </ul>

Due to the nature of our work, apart from the data described earlier, we may also collate the following information:

- Sensitive information such as physical and mental health details, risks, sexual development information, racial or ethnic origin, religious or other beliefs, any details about any offending behaviour, etc.
- Ongoing contact with clients is also recorded. For example, we make a short record of the content of each appointment we have with you; and we also record all email exchanges and telephone calls we have with you. If another professional, contacts us, we will also record what they tell us.

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. 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 for you.
- Provide relevant professional bodies with details of the service we are providing you with.
- To compile and produce relevant reports.
- To provide our Associate who may be assigned your referral with the relevant information in order that they are able to provide you with the service you require.
- To provide information to your GP, school, social worker, clinical supervisor or other professional or professional body who have a legitimate interest to be provided with relevant reports or information regarding you and/or the service we are providing you with.

### **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 provide a service to you without processing your personal data. 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 in order to provide you with the service you require. Only relevant information is shared, and we take great care to ensure that only information that is necessary for the providing of the service is disclosed ensuring where necessary, secure communication systems are used. We may share information with:

- Social Workers
- Teacher or named school contact
- 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

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

### **Rights under General Data Protection Regulations**

You have the following rights under the General Data Protection Law:

#### **Right to Access**

You have the right of access to your personal information that we process and details about that processing.

You can access that information by contacting the Data Processor directly or you can raise a Data Subject Access request (DSAR) to receive this information in another format. There will be no charge for this unless the information requested is extremely time consuming when an appropriate charge will be levied.

#### Right to rectification

You have the right to request that information is corrected if its inaccurate. You can contact us to make the changes on your behalf. It is important that you keep us up to date with regards to any changes to your personal data.

#### Right to Erasure (right to be forgotten)

You have the right to request that your information is removed: depending on the circumstances, we may or may not be obliged to action this request.

#### Right to Object

You have the right to object to the processing of your information: depending on the circumstances, we may or may not be obliged to action this request.

#### Right to Restriction of Processing.

You have the right to request that we restrict the extent of our processing activities: depending on the circumstances, we may or may not be obliged to action this request.

#### **How long the information is kept:**

We keep the data information for as long as is considered necessary, safely and securely unless a request is made for the data to be deleted. Depending on the circumstances and the data that it is requested we delete, we may or may not be obliged to action this request should there be a legitimate interest for the data to be retained.

#### **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.