

## Privacy Policy

### Introduction

In this Privacy Policy, "We", "Us" and "Our" means Joanna Taylor & Associates. Our consultancy and training offices are based at 3B Langley House, Wykeham Business Centre, Wykeham, Scarborough, North Yorkshire, YO13 9DG, United Kingdom.

Our Data Controller is Joanna Taylor (joanna@scnlh.org).

This practice complies with the Data Protection Act (1998) and General Data Protection Regulation (GDPR) 2018. This means that we will ensure that your information is processed fairly and lawfully.

### What personal information do we need to hold?

- Your past and current medical and conditions; personal details such as your age, address, telephone number, your medical practitioner and any other therapists you have seen.
- Information about the therapy we have suggested, and its cost.
- Notes of your therapy sessions.
- Any correspondence relating to you with other health care professionals, for example your doctor.

### Why do we hold this information?

We need to keep accurate personal data about our clients in order to provide you with safe and appropriate care.

### What is the Lawful Basis for processing Personal Data?

We hold a client's data because it is our **Legitimate Interest** to do so. Without holding the data we cannot work effectively.

### Retaining information

We will retain your client records during the duration of your therapy, and for a further seven years following the end of your therapy, after which they will be destroyed securely.

### Security

Your information is held in a secure manual filing system. Any digital communication (e-mail, text/SMS etc) is held on password-protected devices accessible only to myself.

All sessions, including telephone conversations, e-mail and text/SMS correspondence, will be conducted in confidence. This confidence will be maintained and applied to any and all records in accordance with the General Data Protection Regulation (GDPR) and Data Protection Bill (2018).



## **When we may need to disclose your information**

We will not disclose your information, except in the following instances:

- i. Where the Client gives written consent for the confidence to be broken (for example if we need to write to your Doctor or Consultant).
- ii. Where the Therapist is compelled by a Court of Law.
- iii. Where the information is of such gravity that confidentiality cannot be maintained; for example where there is a possibility of harm to self or others, in cases of fraud or crime, or where minors (under 18) are concerned.
- iv. During the Therapist's mandatory supervision of clinical caseload, in which instance Client identity will be protected.
- v. Where a locum has a need to know. This will normally be discussed with the Client.
- vi. Where a referring GP or agency requires a report. A copy of the report will be available to the Client.

Where disclosure is required under the above circumstances, this will be on a 'need to know' basis, so that only those individuals or organisations who need to know in order to provide care to you, and for the proper administration of Government (whose personnel are covered by strict confidentiality rules) will be given the information. Only information that the recipient needs to know will be disclosed.

## **Access to your information and other rights**

You have a right to access the information that we hold about you and to receive a copy. You should submit your request to the practice in writing or by email. We do not usually charge you for copies of your information; if we pass on a charge, we will explain the reasons.

You can also request us to:

- Correct any information that you believe is inaccurate or incomplete. If we have disclosed that information to a third party, we will let them know about the change.
- Erase information we hold, although you should be aware that, for legal reasons, we may be unable to erase certain information.

## **If you do not agree**

If you do not wish us to use your personal information as described, you should discuss the matter with your therapist. If you object to the way that we collect and use your information, we may not be able to continue to provide your therapy.

If you have any concerns about how we use your information and you do not feel able to discuss it with your therapist or anyone at the practice, you should contact The Information Commissioner's Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF (0303 123 1113 or 01625 545745).



## **Changes to This Policy**

We may change this Privacy Policy from time to time. If we make any significant changes in the way we treat your personal information we will make this clear on our website or by contacting you directly.

## **Contact**

Please feel free to contact us with any questions, comments or queries regarding this Privacy Policy. All questions should be directed to the Data Controller:

Joanna Taylor

[joanna@joanna-taylor.co.uk](mailto:joanna@joanna-taylor.co.uk)

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