



TREASURE KEEPERS

Confidential

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TREASURE KEEPERS PRIVACY POLICY

Introduction

Treasure Keepers® is committed to being transparent and providing accessible information to individuals about how we will use their personal data. This is a key element of the Data Protection Act 1998 (DPA) and the EU General Data Protection Regulation (GDPR).

All practitioners, associates and Team Members offering services within Treasure Keepers are required to adhere to the guidance provided by both the HCPC and BPS on record keeping, privacy and information governance.

http://www.hpc-uk.org/assets/documents/10002963sop_practitioner_psychologists.pdf

http://www.bps.org.uk/system/files/images/dcop_guideoncon.pdf

We are also obliged to adhere to the legislation set out by the General Data Protection Regulations (GDPR).

Treasure Keepers® is committed to maintaining the accuracy, confidentiality and security of your personal information.

This policy describes the personal information that Treasure Keepers® collects from or about you (or your young person), and how we use and to whom we disclose that information.

Privacy Policy Synopsis

- We will use personal information provided by you or gathered by your referring body (usually Local Authority Social Care Teams) for the following purposes:
- To provide services requested by you and the referring Local Authority;

- To communicate with you about services provided to you (appointment reminders);
- To update our records;
- To analyse trends and profiles;
- For audit/evaluation purposes;
- To carry out customer satisfaction research;
- To enable third parties to carry out any of the purposes above on our behalf (in the case of audit or external evaluation services).
- To hold your Psychometric test responses

Key Points

- Personal information will only be used for assessment and treatment/intervention purposes
- Personal data is only collected to facilitate the delivery of psychological services (such as sending appointment reminders or creating an assessment/intervention plan)
- Personal information will be held for as long as is deemed necessary (maximum of 40 years) and will then be deleted/destroyed.
- Any Person has the right to complain to the Information Controllers Office if they have any problems relating to information governance.
- Information will be recorded in a data portable way. This will usually be in electronic form.
- Individuals can have access to their own records upon request. Access will be discussed and explored on a case-to-case basis if the individual is under 16 years of age to ensure this is in their best interests. Individuals should be assessed as Gillick competent to be able to access their psychological data.
- Treasure Keepers® Team members will endeavor to keep accurate records and data entries and will make corrections where required.
- No data will be shared with any marketing companies
- Data minimization: -Personal data shall be adequate, relevant and limited to what is necessary in relation to the purposes for which it is processed.
- Treasure Keepers® will have a month to comply with a request to access personal data. If there is a decision to refuse a request, criteria will be met to support this.
- Data will be kept safe
- The individual has usually reviewed and accepted our privacy policy at the point of referral.

What Personal Information Do We Collect?

For the purposes of this Privacy Policy, personal information is any information about an identifiable individual, other than the person's business title or business contact information when used or disclosed for the purpose of business communications. Personal information does not include anonymous or non-personal information.

We collect and maintain different types of personal information in respect of those individuals who seek to be, are, or were clients, contracted by us, including the personal information contained in (not exhaustive) :

- Booking appointments
- Adding details to the waiting list
- Medical/social care/Education reports/letters
- CV's and applications;
- References and interview notes;
- Photographs and video;
- Letters and contracts of offer and acceptance of contracting;
- Policy acknowledgement;
- Training and personal development records;
- Invoicing information;
- Psychometric test responses

In addition to the examples listed above, personal information also includes information such as name, home address, telephone and mobile telephone numbers, personal email address, date of birth, marital status, gender and any other information necessary to Treasure Keepers® purposes.

Treasure Keepers® often collects personal information directly from you.

In most circumstances where the personal information that we collect about you is held by a third party, we will obtain your permission before we seek out this information from such sources (such permission may be given directly by you, or implied from your actions).

We may use the services of third parties and may also receive personal information collected by those third parties in the course of the performance of their services for us. In that case, we will take reasonable steps to ensure that such third parties have represented to us that they have the right to disclose your personal information to us.

These third parties are usually based in the Local Authority and referral to our service is usually dependent upon your informed consent.

Where permitted or required by applicable law or regulatory requirements, we may collect information about you without your knowledge or consent.

Why Do We Collect Personal Information?

The personal information collected is used and disclosed for our service provision purposes, including establishing a working relationship, managing or terminating your contract relationship with Treasure Keepers®. Such uses include:

- determining eligibility for initial contracting, including the verification of references and qualifications;
- determining suitable therapists;
- for treatment/assessment/intervention purposes
- administering invoice payment
- invoicing;
- establishing training and/or development requirements;
- conducting performance reviews and determining performance requirements;
- assessing qualifications for a particular job or task;
- gathering evidence for disciplinary action, or termination;
- establishing a contact point in the event of an emergency (such as next of kin);
- compiling directories;
- ensuring the security of company-held information; and
- such other purposes as are reasonably required by Treasure Keepers®

Monitoring

The work output of Treasure Keepers Team & Associates, whether in paper record, computer files, or in any other storage format belongs to us, and that work output, and the tools used to generate that work output, are always subject to review and monitoring by Treasure Keepers®

In the course of conducting our business, we may monitor associate activities and our premises and property. For example, ensure working hours are met.

This section is not meant to suggest that all Team Members/associates will, in fact, be monitored or their actions subject to constant surveillance. It is meant to bring to your attention the fact that such monitoring may occur and may result in the collection of personal information from Team Members/Associates (e.g. through their use of our resources).

How Do We Use Your Personal Information?

We may use your personal information for the purposes described in this Policy, or for any additional purposes that we advise you of and where your consent is required by law we have obtained your consent in respect of the use or disclosure of your personal information.

We may use your personal information without your knowledge or consent where we are permitted or required by applicable law or regulatory requirements to do so.

When Do We Disclose Your Personal Information?

We may share your personal information with our contractors, consultants and other parties who require such information to assist us with establishing, managing or terminating our contractual/client relationship with you.

Also, your personal information may be disclosed:

- as permitted or required by applicable law or regulatory requirements. In such a case, we will not disclose more personal information than is required under the circumstances;
- to comply with valid legal processes such as search warrants, subpoenas or Court orders;
- as part of Treasure Keepers® regular reporting activities;
- to protect the rights and property of Treasure Keepers®
- during emergency situations or where necessary to protect the safety of a person or group of persons;
- where the personal information is publicly available; or
- with your consent where such consent is required by law.

Notification and Consent

Privacy and employment laws do not generally require Treasure Keepers® to obtain your consent for the collection, use or disclosure of personal information for the purpose of establishing, managing or terminating your contractual relationship. In addition, we may collect, use or disclose your personal information without your knowledge or consent where we are permitted or required by applicable law or regulatory requirements to do so.

To the extent that your consent is required, we will assume, unless you advise us otherwise, that you have consented to Treasure Keepers® collecting, using and disclosing your personal information for the purposes stated above.

Where your consent was required for our collection, use or disclosure of your personal information, you may, at any time, subject to legal or contractual restrictions and reasonable notice, withdraw your consent. All communications with respect to such withdrawal or variation of consent should be in writing and addressed to the Director of Treasure Keepers®

How is Your Personal Information Protected?

Treasure Keepers® endeavours to maintain physical, technical and procedural safeguards that are appropriate to the sensitivity of the personal information in question. These safeguards are designed to protect your personal information from loss and unauthorised access, copying, use, modification or disclosure.

How Long is Your Personal Information Retained?

Except as otherwise permitted or required by applicable law or regulatory requirements, Treasure Keepers® will retain your personal information only for as long as it believes is necessary to fulfil the purposes for which the personal information was collected (including, for the purpose of meeting any legal, accounting or other reporting requirements or obligations).

We may, instead of destroying or erasing your personal information, make it anonymous such that it cannot be associated with or tracked back to you.

Updating Your Personal Information

It is important that the information contained in our records is both accurate and current. If your personal information happens to change during the course of your employment, please keep us informed of such changes.

In some circumstances, we may not agree with your request to change your personal information and will instead append an alternative text to the record in question.

Access to Your Personal Information

You can ask to see the personal information that we hold about you. If you want to review, verify or correct your personal information, please contact the Treasure Keepers® Director. Please note that any such communication may be required in writing.

When requesting access to your personal information, please note that we may request specific information from you to enable us to confirm your identity and right to access, as well as to search for and provide you with the personal information that we hold about you.

Your right to access the personal information that we hold about you is not absolute. There are instances where applicable law or regulatory requirements allow or require us to refuse to provide some or all of the personal information that we hold about you. In addition, the personal information may have been destroyed, erased or made anonymous in accordance with our record retention obligations and practices.

If we cannot provide you with access to your personal information, we will try to inform you of the reasons why, subject to any legal or regulatory restrictions.

Lawful Basis to Process Data

It is considered that Treasure Keepers® have a lawful basis to process personal data under the following conditions:

(a) Consent: the individual has given clear consent for you to process their personal data for a specific purpose. At the point of assessment the individual will have indicated their consent for personal data to be processed. Where the individual is under 18 this may be processed under legitimate interests.

(b) Contract: the processing is necessary for a contract you have with the individual, or because they have asked you to take specific steps before entering into a contract. The individual or the commissioning Local Authority will have indicated their consent to process personal data due to the contract of providing psychological services (assessment or intervention).

(c) Legitimate interests: the processing is necessary for legitimate interests of the individual concerned and to be able to provide psychological services.

Rights of the Individual

These have been strengthened with new rights in relationship to:

Right to Access

The right of the individual to be given information about how their data is being processed and why. Organisations can no longer charge for subject access requests and the information must be provided within one month

Right to Erasure

The right to have personal data deleted

Data portability

The right of the individual to have their data transferred to another data controller

Breach Notification

The ICO must be informed of a data breach within 72 hours. If necessary, individuals whose data may be affected by the breach must be informed 'without undue delay'.

Treasure Keepers® Director should ensure:

- All records service user personal information data are written and kept electronically
- These electronic records are stored securely
- These records are kept within the Treasure Keepers® database only and should be appropriately filed immediately following any contact with a Service User.
- Any communications via email which could be considered sensitive are sent through a secure system (such as 'egress')
- Director will act as the Data protection officer

References

- Health Care Professionals Council (2016) Standards of Conduct, performance and ethics <http://www.hcpc-uk.org/assets/documents/10004EDFStandardsconduct,performanceandethics.pdf>
- British Psychological Society (2012). *Guidelines on confidentiality and record keeping: Division of Counselling Psychology*. Leicester: British Psychological Society.
- British Psychological Society (2010). *Independent practice as a psychologist*. Leicester: British Psychological Society .
- British Psychological Society (2009). *Code of ethics and conduct*. Leicester: British Psychological Society.
- British Psychological Society (2008). *Generic professional practice guidelines*. Leicester: British Psychological Society.
- Information Commissioner's Office: Guide to the General Data Protection Regulation (GDPR) <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>

For any further queries or discussion please contact:

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For concerns or complaints around data protection please contact the information controller's office:

Helpline: 0303 123 1113.
Website: <https://ico.org.uk>