

Suzi Morris Psychotherapy

PRIVACY NOTICE

Business details: Suzi Morris Psychotherapy; suzi@suzimorrispsychotherapy.co.uk; 07495 483326

Suzi is committed to protecting and respecting your privacy.

As a Human Givens and BWRT practitioner, and Member of the Human Givens Institute and the BWRT Institute, Suzi is a registered Data Controller and abides by the regulations of the Information Commissioner and her professional body.

Please read the following carefully to understand our views and practices regarding your personal data and how I will treat it.

Type of personal information collected:

- Contact details: name, email address, phone number
- Next of kin and emergency contact details
- GP contact details
- Case notes and records – anonymised
- Psychometric measures that are taken during a therapy session - anonymised
- Correspondence with you and any external agencies involved
- Financial details through transfer of funds for payment

How personal information is collected and why I have it:

Most of the information collected is provided by you in order to carry out the contract of service between us and to process payments for the service provided.

Examples of the use made of this information are:

- To enter into and carry out a contract of service between us
- For the planning and preparation of future sessions
- For reflection on previous sessions
- To process payments relating to the service of contract
- For governance and professional standards requirements
- For professional insurance purposes

I may also receive personal information indirectly in the following circumstances:

- Where you have given me permission to speak to other support agency/agencies involved in your care
- In the event of needing to ensure your own or others' safety where this involves speaking to other professionals involved in your care who make contact about such safety concerns should they have identified that you or others are at risk

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Sharing of your personal information:

I do not share this information with any other organisation or individual, other than those detailed in the 'Client Agreement' which forms the basis for the contract between us. The only exception to this relates to

payments made for contracted services where identifiers attached by you / your bank to this payment information can be seen by the bank or other financial institution processing that payment.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases I rely on for processing this information are:

- Entering into and performing a contract
- Legal duty
- Legitimate interest

How I store your personal information:

Your personal information, including case records, is securely stored. Physical data is stored in a secure cabinet at my practice premises. Digital data is stored on password-protected hardware or in the cloud.

In accordance with professional and insurance requirements I will retain a record of your personal information (including case records) for a period of 7 years from the point at which the contract between us ends. At the end of that period, any information I have processed will be securely destroyed. At any stage during that period of time, or during the contract, you can request access to the information that I hold in relation to you.

How to complain about data processing:

If you have any concerns about my use of your personal information, you can make a complaint to me at suzi@suzimorrispsychotherapy.co.uk. I will send you a written acknowledgement within 30 days, make every effort to resolve the matter within three months and inform you of the outcome. As required by the law, I will keep a record of your complaint for six years.

You can also complain to the ICO if you are unhappy with how I have used your data or if you are not happy with how I have attempted to resolve your complaint. Contact them at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113
ICO website: <https://www.ico.org.uk>

Ends.