

THIS WOMAN'S WORK

Privacy Policy

Maintaining your confidentiality and privacy are central to running a therapeutic or coaching practice. From 25th May 2018, the General Data Protection Regulations (GDPR) came into affect and every organisation needs to be clear how they keep the data you provide safely. This policy sets out what data we keep, how we keep it and anything else you may need to know about the information you supply. This Woman's Work is the data controller and we are responsible for your personal data. If you have any questions regarding how your therapy client data is used please contact helen@thiswomanswork.uk

1. Your personal data - what data we hold

We keep client data so that we can work safely and follow the professional standards of the Health and Care Professionals Council and the British Psychological Society. Information we hold about you is considered 'sensitive' and is safeguarded to ensure that it remains confidential. We will ask you to provide current contact details, emergency contact details, payment details and your GP's contact details. Session notes, email exchanges and any relevant medical information are kept to a minimum. You will also be asked to sign a GDPR consent form stating you are ok to proceed.

You have the right to view your data or ask for changes to be made if incorrect. When sensitive data is destroyed it will be shredded or permanently deleted. We will never sell your data to any other individual or company for any purpose and we will gain your explicit consent to hold this personal data.

2. Your personal data – how we hold your data and how long we hold it for

To keep things simple and secure, we use an online system called 'Write Upp' (www.writeupp.com) which allows us to securely record all the information you provide. The system is used by the NHS widely for treatment and offers a secure portal so that information is not kept on a personal laptop or in paper form within an unsecure office. All records will be routinely destroyed when it is clear they are no longer needed, we may have to hold onto some data for up to 7 years for tax purposes. We would notify you if any suspected personal data breaches happen.

We ask all clients to pay using a card machine – this means that details of a transaction will show in your bank statement as 'this woman's work'; and there will be a record of payment for our accountants, but any receipts required by third parties would involve cumulative numbers or we will code individual payments to ensure names are not shared by financial third parties.

3. Disclosure of your personal data

As mentioned, information we hold about you is considered sensitive and kept to a minimum. On a rare occasion we may have to share your personal data with a third party for legal or safety reasons, acting within our professional boundaries. We would only share this information with parties who respect the security of your personal data and treat it in accordance with the law. We will always inform you if there is a need to share any of your personal information. This will be discussed within your first session.

4. Your rights to your data

You are able to exercise certain rights in relation to your personal data that we process.

These are set out in more detail at www.ico.org.uk

In relation to a Subject Access Right request, you may request that we inform you of the data we hold about you and how we process it.

We will, in most cases, reply within one month of the date of the request unless your request is complex or you have made a large number of requests in which case we will notify you of any delay and will in any event reply within 3 months.

If you wish to make a Subject Access Request, please send the request to helen@thiswomanswork.uk

5. Keeping your data up to date

We have a duty to keep your personal data up to date and accurate so from time to time we will contact you to ask you to confirm that your personal data is still accurate and up to date.

If there are any changes to your personal data (such as a change of address) please let us know as soon as possible

6. Complaints

We are committed to protecting your personal data but if for some reason you are not happy with any aspect of how we collect and use your data, you have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk).

We may change this Privacy Notice from time to time and shall notify you of any changes.