

Privacy Policy

Dr Alice Plummer, Clinical Psychologist

This policy provides you with details of how Dr Alice Plummer collects and processes your information when you use her services, which includes personal data as defined by the General Data Protection Regulation (GDPR) 2016. The website privacy notice forms part of this policy and can be accessed via <https://www.aliceplummer.com/>.

Since 25th May 2018, data protection in the UK is governed by the GDPR together with the Data Protection Act (DPA) 2018. In accordance with the GDPR, Dr Alice Plummer is the data controller. If another party has access to your data, I will tell you who they are, if they are acting as a data processor or data controller, and what they are doing with your data or why I need to provide them with the information.

My aim is to be as clear as possible how and why information about you is used, so that you can be confident that your privacy is protected. I will be updating this policy as new information and guidance is issued; for example by professional or regulatory bodies, and the Information Commissioner's Office (ICO).

If you have any queries you can contact me at contact@aliceplummer.com. For further information about the GDPR, please visit <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>

WHY DO I NEED TO COLLECT AND PROCESS INFORMATION ABOUT YOU?

Personal information contains details about you which can identify you directly, such as your name and contact details. It also contains data which can identify you indirectly when information is combined. It may also contain sensitive data, such as information about your health.

This information is collected and retained because there is a legitimate interest in needing this data, for example to confirm appointments or to process payments.

I am required by the Health and Care Professions Council and the British Psychological Society to keep records of your personal data so that you can be provided with a psychology and therapy service.

WHAT INFORMATION WILL I HOLD?

Information about you will be held in the form of emails, contact information, therapy agreements, written notes, questionnaires, letters and invoices. This information could be collected at any point during your contact with me.

HOW WILL I USE YOUR INFORMATION?

Your information will be collected, managed and stored only for the purpose of Dr Alice Plummer providing you with a psychology and therapy service, including:

- To communicate with you about your appointments with me. This requires me to use your name and contact details, such as your telephone number, email address or postal address;
- To enable you to be informed of and sign up to the terms and conditions of the psychology and therapy service;
- To ask for feedback regarding the services I have provided;
- To process your payments and / or raise invoices. This requires your name, address and may include your payment card details.

WHERE DO I KEEP THIS INFORMATION AND HOW IS YOUR INFORMATION PROTECTED?

Dr Alice Plummer has a range of procedures in place to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

The business laptop I use is password protected. Passwords are changed regularly. Additionally, I may access emails by phone or iPad which are protected by touch ID. I am putting great care into ensuring that the privacy of any data I receive via my website contact form or email is protected. Please also refer to my website privacy notice which you can access via www.aliceplummer.com

Any contact information, therapy agreements, questionnaires form part of your record, alongside the assessment information and the progress notes I keep. These records are handwritten on paper and provide a summary of sessions to document and support the continuity of treatment. Paper copies are locked in a secure filing cabinet.

At the end of treatment, they will be uploaded onto an encrypted and password protected memory stick or a password protected external hard drive, which will be locked in a secure cabinet. Thereafter paper copies will be shredded.

Accounts are also stored on an encrypted and password protected memory stick or a password protected external hard drive, which will be locked in a secure filing cabinet.

Payments for sessions may be collected through insurance companies. However, please note that your payment card or bank account details will not be stored on any of my systems.

HOW LONG WILL I STORE YOUR INFORMATION FOR?

Information will be held during the entire time that you are engaged in a psychology and treatment service with me, and for 7 years following the date of our last treatment contact. These timeframes are governed by legal requirements and professional practice guidelines. For example, for accountancy purposes HMRC requires a data retention period of 6 years plus current (known as '6 years plus 1'). The British Psychological Society describes the data retention period for independent practitioners as 7 years.

You have the right to ask for your information to be erased prior to this time. If you do so, I will have to determine if I need to keep the data. Reasons for this could include legal issues, or if the request falls

within the timeframe that I am required to hold the data by the governing practice body. In this case I may not be able to erase your data before this time has passed, or until the legal issues are finalised.

If you would like to submit a request that your data is removed, please contact me by email at contact@aliceplummer.com.

HOW CAN YOU ACCESS THE INFORMATION I HOLD?

If you would like to access the information I hold about you, you can submit a Subject Access Request. Please do so by email at contact@aliceplummer.com. You can also ask for your information to be transferred to another provider of psychology services. I will respond to your request within 30 days. Your identity may need to be verified.

WHAT IF YOU BELIEVE THAT THE INFORMATION I HOLD ABOUT YOU IS INCORRECT?

I will aim to keep the information about you up to date. Please let me know as soon as possible if your personal data changes. If you believe that any information I hold about you is incorrect and needs changing or updating, please contact me at contact@aliceplummer.com so I can address this as soon as possible. I will aim to make any changes within 72 hours.

HOW CAN YOU HAVE YOUR INFORMATION REMOVED?

If you would like to have your data removed, I will need to determine if I need to keep your data for the retention period specified above of 7 years following completion of treatment. In this case I will consult organisations like HMRC, who may wish to inspect my records, and professional and regulatory bodies like the British Psychological Society and the Health and Care Professions Council.

Please submit your request to me at contact@aliceplummer.com.

IS YOUR DATA CONFIDENTIAL?

All the information you share with me is strictly confidential. However, the following exceptions apply:

- If any significant risk towards yourself or others is identified, confidential information may be shared with the NHS or other statutory services. Unless there is any immediate harm of risk towards yourself or others, I will endeavour to speak to you first when these exceptions apply.
- If you are referred by an insurance company, they may require information about assessment, treatment plan and outcome to be shared.

HOW WILL I FIND OUT ABOUT A SECURITY BREACH?

In the unlikely event of the security processes that are in place being compromised leading to a significant breach of your information, I will aim to inform you as soon as possible. This will be no later than 72 hours.

IF YOU HAVE ANY CONCERNS ABOUT YOUR DATA MANAGEMENT, WHO CAN YOU CONTACT?

If you have any queries or concerns, please contact me on contact@aliceplummer.com.

If you are not happy with any aspect of how Dr Alice Plummer collects and uses 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).

I would however be grateful if you would contact me first if you do have a complaint, so that I can try to resolve it for you.