

Privacy policy

I take care to maintain your confidentiality in accordance with current data protection laws and the ethical guidelines of the Health and Care Professions Council (HCPC). This privacy policy sets out how the information you provide to me is used and protected.

What data do I collect?

I collect only the information required to deliver the service to you. This includes:

- Your contact details, such as your name, address, email address and telephone number.
- Sensitive information, such as your medical, history and current situation.
- Results of any psychometric tests involved in delivering the service.

How do I store your data?

I use the secure, end-to-end encrypted and password protected platforms Proton Mail and Proton Drive to collect and store your personal data.

Any paper notes I take as part of the service are stored in a locked filing cabinet and will be kept securely until the information they contain has been transferred to the report. They will be then be confidentially destroyed.

Reports and pre-assessment questionnaires are kept in digital form for three years on the encrypted Proton Drive storage system. Once this time period has expired, they will be deleted.

How do I collect your data?

You directly provide me with the data I collect. This could be when you contact me via email, complete any digital questionnaires I provide or give me information during delivery of the service(s) I have been asked to provide.

If the service has been requested by a third party seeking the service for you, for example your employer or education provider, I might also collect information from them.

What are your rights?

Every user is entitled to the following:

- **The right to access** - You have the right to ask me for copies of your personal data. I may charge you a small fee for this service.
- **The right to rectification** - You have the right to request that I correct any information you believe is inaccurate or complete any information you believe is incomplete.
- **The right to erasure** - You have the right to request that I erase your personal data, under certain conditions.
- **The right to restrict processing** - You have the right to request that I restrict the processing of your personal data, under certain conditions.
- **The right to data portability** - You have the right to request that I transfer your data to another organization or directly to you, under certain conditions.

How will I use your data?

Everything that you discuss with me is confidential. Confidentiality will only be broken if there is concern about your safety or the safety of someone else or I am instructed to do so by a Court of Law. I will always endeavour to speak to you about this first.

For remote working, I have chosen video platforms that offer end-to-end encryption to ensure maximum privacy. Please note that I cannot be held responsible for any breaches that occur due to failures in this technology.

I might discuss my work with a supervisor or through peer supervision. This is to ensure that I am offering you the best service possible. These conversations are bound by confidentiality and no information that could enable you to be identified would be shared.

I will make notes during my work with you. These notes are kept securely and are for my use only.

Payments for private assessments are made through the secure Square server. This service complies with The Payment Card Industry Data Security Standard (PCI DSS) guidelines. Your

bank information is not accessible to me.

If your service is paid for or arranged by a third party seeking to support you, such as your parent, employer or education provider, a report will be prepared for them which will contain

- only the information required by them to support you.
- no information that you have indicated in the pre-assessment questionnaire or during the session that you do not wish to disclose to them.

You have a right to view any report before it is released to a third party and may withdraw your consent to release the third party report at any point in the process. Other information released to a third party will relate to arrangement of appointments and payment of invoices.

I will never pass on your details to any third-party organisations for the purposes of sales, marketing or research and will never use your personal data for any purposes other than the administration of the service I am providing to you.

Consent

When you book your session with me, you will be asked to provide a digital signature to confirm that you consent to the storage and processing of your personal data, in line with the contents of this document. You are entitled to withdraw this consent at any time.

How to contact the ICO

I am registered as a data controller with the Information Commissioner's Office. Should you wish to report a complaint, you should contact the ICO for advice.

Telephone: 0303 123 1113

Webchat: www.ico.org.uk

How to contact me

If you have any questions about my privacy policy, the data I hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact me at info@maxchamberlainpsychology.com