

# Client & family privacy notice for Insight Clinical Psychology Ltd

Our contact details :

**Telephone**

07572 944 365

**Email**

[admin@insightpsy.co.uk](mailto:admin@insightpsy.co.uk)

**Address**

Grosvenor House

22 Grafton Street

Altrincham

Cheshire

Insight Clinical Psychology Ltd is committed to protecting and respecting your privacy. Our privacy notice tells you what to expect us to do with your personal information.

## What information we collect, use, and why

We collect or use the following information to provide clinical psychology and therapeutic services:

- Names and contact details
- Address
- Date of birth (child's)
- Payment history / invoicing
- Health information (including GP details)
- Records of clinical sessions and decisions
- Information relating to compliments or complaints

## Lawful bases

Our lawful bases for collecting or using personal information to provide services are:

- Consent

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**W:** [www.insightpsy.co.uk](http://www.insightpsy.co.uk)

## Where we get personal information from

- People directly – what we discuss during our clinical sessions
- Health care providers – any information provided by health care providers, such as GP's
- Insurance companies – any information provided by health insurance company (limited to information about billing / invoicing)
- Schools, colleges, universities or other education organisations – any information provided by an educational establishment as part of our work together
- Other professionals – any information provided by another professional, e.g. Educational Psychologist, Occupational Therapist, as part of our work together

## Data Security

We implement appropriate technical and organisational measures to protect your personal data against accidental or unlawful destruction, loss, alteration, unauthorised disclosure, or access.

## How long we keep information

In line with Department of Health guidance, we keep data on record for 7 years after the child reaches the age of 18. After this date, all data will be securely deleted.

## Who we share information with

The information a client shares with us will be treated as strictly confidential. The only two exceptions to this would be:

- a) If the particular case is discussed in a supervision session – although specific names will never be mentioned. Regular supervision is a requirement of the Health Care Professions Council and the British Psychological Society.
- b) In a rare situation where we believe that a client, or others, may be at risk of serious harm. We would then have a duty to inform other professionals, including the client's doctor, local children's services or other responsible adults.

We will usually write to your child's GP following assessment, to let them know that we are involved and that we plan to offer psychological support. This letter will be very brief. At the end of our intervention, we will also provide a further letter with a very brief summary of what support we offered. A draft of this final letter will be checked with you before we send it out. You will receive final copies of all letters. We can provide copies of these letters to other professionals, e.g. school, if you would like this. All letters will be sent by email, either with the letter itself being sent as an encrypted document protected with a password or via Egress (secure email provider). If you do not wish for letters to be sent out, please discuss this with us.

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## Your data protection rights

Under data protection law, you have rights including:

- **Access:** To access the personal data we hold about you.
- **Rectification:** To correct inaccurate or incomplete data.
- **Erasure:** To request the deletion of your data under certain conditions.
- **Restriction:** To request the restriction of processing your data.
- **Data Portability:** To request the transfer of your data to another organization.
- **Objection:** To object to the processing of your data in certain circumstances.
- **Withdrawal of Consent:** To withdraw consent at any time. You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

## How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

## Last updated

19<sup>th</sup> November 2024

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