

Dr Helen Barker, Flow Psychology Ltd. – Fair Processing Notice – for Psychological Therapy Clients

From May 2018 new legislation (General Data Protection Act Regulations) requires all organisations, companies and sole traders to provide a notice to their customers on why and how your personal information is stored and used.

This notice is to comply with this legal requirement and for information only.

1. Why does Dr Barker collect and keep personal information?

Dr Barker is in the health care profession. A certain amount of information is necessary for Dr Barker to be able to formulate with you, an evidence-based psychological intervention. Dr Barker will collect information from you that pertains to: how she can contact you; any health related information that might have an impact on your mental health or mental health treatment; any personal information that might have an impact on your mental health or your treatment, and details of any relevant associated health care practitioners, usually your General Practitioner.

If your psychological therapy is funded through a Health Insurance Company, Dr Barker also has a contract with them and will need to collect information such as your scheme membership number and claim authorisation number. Dr Barker will need to undertake basic communication (e.g. when and where your sessions took place and sometimes about your diagnosis and clinical outcomes) with the Health Insurance Company to ensure that the costs of your sessions are covered.

All this information is kept very securely. Dr Barker keeps paper case files during therapy and these are secured in a locked filing cabinet. When Dr Barker keeps electronic files pertaining to you, e.g. letters, these are kept in a password protected and encrypted format on a password protected external hard drive, which is also kept in a locked cabinet.

When Dr Barker needs to communicate with health insurance companies, please be assured that their systems for invoicing are also highly secure and GDPR (General Data Protection Act Regulations) compliant. Please refer to the Fair Processing Notice supplied by your Health Insurance Company if you require more detailed information about their information processing procedures for personal information.

2. How information about you is used.

Dr Barker is a Clinical Psychologist. Your information is used to develop an understanding (formulation) of how the current difficulty you are seeking treatment for developed, any factors that might currently be maintaining the problems and to understand what your treatment and life goals are. Through this understanding, an evidence-based psychological treatment plan can be designed and tailored specifically to match your needs.

In the vast majority of cases Dr Barker will not share your information with others without your consent. Many clients request that Dr Barker communicates with their General Practitioner or another involved doctor. However, unless there are risks identified (such as a risk to self or others) which is very rare, Dr Barker will not communicate with anyone, without your consent.

Dr Barker will never contact you to offer to sell services and Dr Barker will never sell on any of your personal and private information to third party marketing companies.

As a Registered Practitioner Psychologist with the HCPC (Health Care Professions Council) Dr Barker adheres to very strict and high standards for confidentiality.

There are a few rare and exceptional circumstances when Dr Barker would be expected by the HCPC to communicate with medical professionals or the police about you without your consent. These are:

- If your mental health placed you or another person/people at risk.
- If you disclosed knowledge of a serious crime (e.g. threat to public health, national security, the life of the individual or a third party, murder, manslaughter, rape, treason, kidnapping and abuse of children).
- If the Police presented a court order or a warrant for your case notes.
- Court subpoena.

3. How long will Dr Barker keep hold of your information?

Dr Barker will retain your information securely for six years. After six years your information will be deleted and destroyed in a secure manner.

4. How do I access my personal information?

Please contact Dr Barker if you want copies of information she holds about you. Dr Barker will supply your information within one month of your request. There will be a small charge to cover the administration costs.

5. What if my records are wrong?

As psychological therapy is a collaborative process and the data about you has been supplied by you, it is unlikely that there will be errors in your notes. However, if this did occur, then you have the right for any incorrect information to be changed.

6. Complaints or queries

Dr Barker endeavours to meet the highest standards when collecting and storing your personal information. Your confidentiality is of the utmost importance to Dr Barker. Should you have any concerns or complaints, please contact Dr Barker, helen@flowpsychology.co.uk, in the first instance.

Dr Barker is registered with the Information Commissioner's Office:

Customer Contact, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF. Email: casework@ico.org.uk Telephone: 0303 123 1113

7. Changes to this Fair Processing notice

Dr Barker keeps her notices under regular review. The latest version will be found at www.flowpsychology.co.uk.