



Canolfan Asesu a Therapi Centre for Assessment and Therapy

CATh Cyf.
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Protecting your Personal Data: Therapy

Since 25th May 2018 all businesses that process personal data must meet requirements as set out in the GDPR legislation. This handout explains how CATh Cyf will process your personal data, including special category data, and also how we will protect your personal data.

Consent

By contacting us voluntarily to make enquiries and arrange an initial appointment for assessment and/or therapy services you are consenting to us gathering information to ascertain whether or not our services will be suitable for your needs, and to then tailor an appropriate intervention.

If you have been referred to us by Social Services or another agency then it is important that you have agreed to the referral and consent to receive a service from us.

What kind of information will be collected?

In order to arrange the initial appointment we need to gather the following information:

- Name
- Date of birth
- Address
- Telephone number(s)
- E-mail address

We will also ask for contact details of:

- your GP
- who to contact in an emergency

We will not contact the GP without your explicit permission, other than in an emergency. We need this information to ensure your safety.

In the initial assessment we will gather information about:

- The problem or difficulty that has made you seek assistance or instigated the referral from another agency.
- Your personal history. This may include information about:
 - your childhood history and upbringing, including information about extended family
 - developmental history and education
 - employment and career history
 - relationship history
 - physical health
 - mental health
 - use of alcohol and/or other substances

- other issues that impact on the quality of your life e.g. accommodation problems, debts, problems with neighbours, etc.

This information will be gathered if it is relevant to the assessment. We need the information in order to understand more about the problems you are facing and in order to develop an effective therapeutic intervention for you and/or give you advice about other sources of support and appropriate interventions.

If you have contacted us on behalf of a child or young person we will gather information from the child/young person, parent/Guardian, and with your explicit permission, the school the child/young person attends.

During the assessment period, and occasionally during therapy, we will also ask you to complete formal and relevant questionnaires, which will then be analyzed. The purpose of these is to assess aspects of your psychological functioning, and/or the nature and severity of symptoms, and/or to track changes during therapy.

Who else will see the personal data?

Administrative staff will be able to see your:

- Name
- Date of birth
- Address
- Telephone number
- Email address
- GP contact details
- Emergency contact details
- Administration communication from/to other professionals

Only your therapist will be able to see:

- Assessment notes
- Session notes
- Formal psychometrics and questionnaires
- Reports

unless you give explicit permission for the information to be shared with another specific person or agency (e.g. GP, Social Worker, employer, etc.). Under these circumstances we would discuss with you the nature of the information that will be shared, and the reasons for doing so. If a written report is required for any reason this will be discussed with you further, and you will see a copy of the report prior to it being sent – unless the report is being made under Child Protection protocol when sharing the information may not be appropriate.

In an emergency (e.g. if you have a serious accident or illness whilst on the premises, or express an intention to seriously harm yourself or harm somebody else) we will share basic information (e.g. name, date of birth, address, concerns for your safety, etc.) with the relevant Emergency Services to ensure you receive the support you need as appropriate to the circumstances.

How will personal data be processed?

In relation to therapy, personal data will be processed either under consent and/or legitimate interest in order to provide you with Clinical Psychology services.

In order to provide you with an effective service we will consider the information gathered in order to tailor a suitable therapeutic intervention for you.

In order to ensure that you receive appropriate support from other sources we will share information with other professionals – but only with your explicit permission (which may be verbal).

How will personal data be stored?

CATh Cyf operates a “clean desk” policy.

All personal data recorded on paper is securely stored in individual files that are then stored in locked filing cabinets. If under very rare circumstances files need to be taken to other locations they will be placed in a suitable briefcase for transportation and then stored securely at the destination.

Personal data stored in digital format will be password protected and/or stored in a secure cloud service that offers a high level of security. Computing equipment (including mobile telephones) are password protected.

Personal data that is sent as email attachments will be password protected. Passwords will be sent via separate email to recipients.

Personal data that is sent in letter form (via Royal Mail) will be marked Confidential. Recorded delivery may also be used.

The offices are protected by CCTV and an alarm system.

How long will the personal data be stored following completion of therapy?

Consultation and assessment notes, questionnaires, and communication (letters, emails, and invoices/receipts) will be held for varying lengths of time depending on the content. For example, mental health records are subject to special legislation e.g. children’s records are kept until age 26 and adult records for 8 years after the last contact with the service. Information will be retained for a longer period of time if there are complaints and/or legal proceedings ongoing.

Administrative records (e.g. invoices, HMRC and VAT returns) will be retained for six years.

Your right to see your personal data

As a therapy client you have a right to request a copy of the personal data we hold by making a Subject Access Request (SAR). We have an obligation to provide you with this information with one month unless there are exceptional circumstances.

How to make a complaint if you think your personal data has been shared without good reason and/or without your consent.

In the first instance please contact:

Dr Mair Edwards
CATh Cyf
3 Cei Bont
Porthaethwy
Ynys Môn LL59 5HB
01248 715005

post@cathcyf.co.uk

If you are dis-satisfied with our response you can contact the Information Commissioner's Office (ICO). Our ICO Registration Number is Z1851586. Details on how to make a complaint are on their website: www.ico.org.uk

If you wish to make a formal complaint about the professional behaviour of a therapist that works for CATH Cyf you should contact The Health and Care Professions Council (HCPC). Details on how to make a complaint are on their website: www.hcpc-uk.org