

## **Resonance Psychology – Privacy Notice**

### ***1. Introduction***

We are committed to ensuring that any personal data we hold about you is protected in accordance with data protection laws and is used in line with your expectations. This privacy notice explains what personal data we collect, why we collect it, how we use it and how we protect it.

### ***2. Your personal data – What is it?***

‘Personal data’ is any information about a living individual which allows them to be identified from that data, such as a name, email addresses, or postal address. Identification can be by the information alone, or in conjunction with other information. The processing of personal data is governed by the General Data Protection Regulation (the GDPR) and other legislation relating to personal data and rights.

### ***3. Who are we?***

Resonance Psychology is a collaboration between two Clinical Psychologists: Dr Lindsay Smith and Dr Natasha Vorontsova. The psychologist who you share your information with is the ‘data controller’ for your personal information. This means that they decide how your personal data is processed and for what purposes.

### ***4. What personal data do we collect?***

We collect personal data about you in order to provide you a service of consultation, assessment and/or psychological therapy.

Personal details that we collect about you include your name, email address, telephone number, home address, GP contact details and emergency contact details. If you are funding our service through health insurance, then we will collect your policy details in order to invoice the insurance provider.

We will also document your consultations where it is necessary to do so, which could include personal sensitive information such as your sexuality, race, your religion or beliefs, and whether you have a disability or health conditions. This information is collected where relevant for us to provide you with a safe and effective service that meets your individual needs.

### ***5. Why we collect this information and the legal basis for handling your data***

Your personal data is processed for the performance of our contract with you in providing the agreed service (consultation, assessment and/or psychological therapy) safely and effectively.

We will always take into account your interests and rights. This Privacy Notice sets out your rights and our obligations to you.

### ***6. Retention and secure storage of data***

Personal, identifiable and sensitive information held about you by Resonance Psychology will be handled and stored in secure electronic records in accordance with the relevant data protection law.

We follow the code of ethics of the British Psychological Society (BPS), as well as the professional practice standards of the Health and Care Professions Council (HCPC) for Practitioner Psychologists in handling personal data.

As required by law, we are registered with the Information Commissioner's Office (ICO).

### ***7. Sharing your personal data***

Information that you share with your psychologist is confidential, and under most circumstances will not be disclosed to third parties without your consent.

Confidentiality may be breached if your psychologist deems it necessary in order to protect you or another person from significant harm, or if compelled by a court order. In these rare scenarios, we aim to keep you informed and involve you in decision making as much as possible.

Psychologists are required to have regular supervision to discuss their work with another psychologist. This is to ensure that best practice is followed, and to support your psychologist's continued professional development. Conversations about your treatment in supervision are confidential and held anonymously.

### ***8. How long do we keep your personal data?***

We retain your personal data securely for seven years, in order to be able to act appropriately upon any complaints or legal proceedings. At the end of this retention period, the data will be reviewed and deleted, unless there is a specific reason to retain it further. Under such circumstances, we would notify you of the specific reason for such a decision.

### ***9. Your rights with respect to your personal data***

You have the right to:

- Request access, amend or correct the personal data that your psychologist holds about you
- Request your personal data is erased where it is no longer necessary for your psychologist to retain such data
- Object to the processing of your personal data at any time
- Lodge a complaint with the Information Commissioner's Office, details of which are set out below.

### ***10. Further processing***

If we wish to use your personal data for a purpose not covered by this Privacy Notice, then we will provide you with a new notice explaining this new use and setting out the relevant purposes and processing conditions prior to commencing the processing.

### ***11. Contact details***

To exercise all relevant rights, or to make queries or complaints, please in the first instance, contact the psychologist with whom you have been in touch (email: [Lindsay@resonance-psychology.com](mailto:Lindsay@resonance-psychology.com) or [Natasha@resonance-psychology.com](mailto:Natasha@resonance-psychology.com)).

You can also contact the Information Commissioner's Office on 0303 123 113, online at [www.ico.org.uk](http://www.ico.org.uk) or by mail at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.