

Beyond The Therapy Room Privacy Policy

Under the name of Beyond the Therapy Room I, Nikkie Foster, am registered with the Information Commissioner's Office (ICO) and I endeavour to abide by their guidelines.

In line with the General Data Protection Regulation (GDPR), this policy sets out the use and protection of your information when using the services of Beyond The Therapy Room and when accessing it's website. The ultimate aim is to ensure any data you provide is kept securely, managed respectfully and only used for the purposes for which it has been provided. This policy explains what personal information may be collected, what is done with your data, what is not done with it, who will or won't have access to it and under what conditions. This policy will be updated periodically in line with current UK legislation.

When You Contact Me Through Via My Website, Phone or Email:

I may collect your: name, email address, telephone number and any information you choose to supply regarding the purpose of your enquiry.

I will use this information in order to make contact with you to discuss your requirements. I may also use this information so that I may improve my services. In line with my therapeutic and ethical standards I will not, however, contact potential or current clients for promotional purposes. I will only contact you - as a potential or current client - when you have requested it yourself, if you would like to arrange and/or re-arrange appointments and to generally and appropriately communicate with you in the normal course of administering a therapeutic service. I do not send newsletters. I always welcome feedback, post-therapy updates and comments on my blog but I will not ask for it.

I do, however, believe that testimonials can help potential clients to make the first step of reaching out which sometimes requires a great deal of bravery on their part. For this reason alone, I may contact you once to ask you for a testimonial at the end of our therapeutic work together.

If You Make an Appointment

Before our first appointment I will email you a Client Questionnaire and a Client Contract for completion. I will ask you for your details, your G.P. contact details and some basic health information. The purpose of this information is to ensure that I have am the appropriate therapist for you needs, to ensure I provide a tailored therapeutic service and to check for conditions that are contraindicated to the therapeutic tools that I use. I will also ask you for details of your next of kin. This is used only in emergency situations or where you have specifically requested that I contact your next of kin. It may also be necessary to contact your G.P. before commencing therapy and if this is the case I will discuss this with you prior to our first appointment.

I will give you a copy of this Privacy Policy in advance so that you are aware how I will use information provided in the course of our sessions together. Prior to your first appointment I will ask you to sign your consent to this privacy policy via the Client Contract.

During Your Therapeutic Work

I will keep notes that record the progress of therapy with the intention of providing a consistent, effective and ethical service and to offer individualised therapeutic input (by Zoom and/or telephone).

I may use your email address for the purposes of sending you therapeutic resources.
I may also send emails or leave telephone messages to confirm or rearrange appointments or for communication regarding payment.

Finally, if any professional or any other person shares any of your personal information with me I will let you know what has been shared and store such information securely and confidentially.

For the purposes of clarity, I do not receive or retain your bank details.

After Therapy Ends

In line with the requirements of my Governing Bodies, I will retain your electronic records for 8 years. After 8 years I will delete any computerised information. I do not keep paper records.

Your Rights

Most importantly, you do not have to consent to the collection of information, however, if you choose not to provide it I may not be able to work with you.

If you do agree to information collection, under GDPR, you have the following rights:

1. the **Right to be Informed** (via this policy).
2. the **Right of Access**: if you wish to see your file then please make a request via email to: Nikkie Foster, beyondthetherapyroom@outlook.com. As the Data Processor, I will provide you with the information within 28 days of your request.
3. the **Right to Rectification**: it is your right to request changes to any information I hold that is factually inaccurate. If you believe any of the information I hold on you is incorrect then please let me know as soon as possible and I will make the relevant changes.
4. the **Right to Erasure**: given the nature of our work I am required to hold your details for a period of 8 years, after this your information will be securely destroyed.
5. the **Right to Restrict Processing**: I will only use the information for the purposes that I have stated above.
6. the **Right to Data Portability**: If you ask me, in writing, to transfer the information I hold to another clinician then I will do so. I will not share your information with anyone else.
7. the **Right to Object**: You have a right to object to your personal data being used for any particular purpose. I will not contact you for marketing purposes.
8. the **Right not to be Subject to Automated Decision-Making** (including profiling): I will not use your information for profiling purposes.

Confidentiality and Data Protection: I uphold the common law principles of confidentiality where the duty to keep confidence is balanced against the concept of 'greater good'. If, in my opinion as a therapist, there is good reason to believe that not to disclose certain information would cause serious danger or harm to you, as the client, to me (as the therapist) or to others, then a G.P. or other appropriate agency may be contacted. Only information required to

ensure the safety of relevant parties would be disclosed. Information may have to be disclosed without consent for the prevention, detection or prosecution of a crime. I cannot withhold information where there is a Court Order. The sharing of anonymous case histories with clinical supervisors and peer support groups is not a breach of professional confidentiality.

Cookies: Cookies are small files which ask your permission to be placed on your computer's hard drive so that it can analyse web traffic to my website. Through this I can see which of my website's pages are being viewed. Most web browsers automatically accept cookies but you can modify your settings to decline them if you prefer. If you choose to do this, you may find that you cannot make full use of my website.

Links to other websites: My website may, from time to time, contain links to other websites of interest. However, once you use these links please be aware that you have left my website and I do not have any control over other websites. I cannot be held responsible for the protection and privacy of any information which you provide when visiting such sites and these sites are not governed by my privacy policy. Please exercise caution and look at the privacy statement applicable to the website you are visiting.

I am subject to the ICO's complaints procedures and my ICO Registration Number is: **ZB384644**