



Privacy Policy for: Nishah Dennison Psychotherapy

Purpose of privacy notice

The processing of personal data is governed by the General Data Protection Regulation 2016/679 (the GDPR). This legislation will replace current data privacy law, giving more rights to you as an individual and more obligations to organisations holding your personal data. One of the rights is a right to be informed, which means we have to give you even more information than we do now about the way in which we use, share and store your personal information.

This means that we will be publishing a new privacy notice so you can access this information, along with information about the increased rights you have in relation to the information we hold on you and the legal basis on which we are using it. This new privacy notice comes into effect and will be published on our website on 25 May 2018.

Who are we?

Nishah Dennison is the data controller. This means that she will decide how your personal data is processed and for what purposes.

Whose information does this privacy notice apply to?

This privacy notice applies to information collected from:

- clients;
- prospective clients;
- former clients;

What is personal data?

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information

in the data controller's possession or likely to come into such possession. Examples of personal data we may hold about you include your contact and appointment details.

Special category data is a sub-category of personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation. Examples of special category data we may hold about you include your first session assessment data.

How do we process your personal data?

We comply with our obligations under the GDPR by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data. We use your personal data for the purposes set out below.

Sections 1 – 15 apply to clients, prospective clients and former clients. Any records kept on paper are locked away when not in use.

1. I use your name, address, telephone number and email address to make and rearrange appointments. We are unable to send or receive encrypted emails so you should be aware that any emails we send or receive may not be protected in transit. We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send us is within the bounds of the law.
2. Clients return signed 'terms and conditions of practice' or inform of mental health conditions and medication by initial email contact at times. We are unable to send or receive encrypted emails so you should be aware that any emails we send or receive may not be protected in transit. We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send us is within the bounds of the law.
3. I keep a diary which records all appointments for clients attending therapy to keep a record of when you were seen for tax purposes or to secure potential evidence in the event of a criminal prosecution, civil litigation or insurance claim.
4. I use your initials to maintain confidentiality.
5. I keep your GP's name and address in the event that I need to contact your GP in an emergency or with consent.

Section 16 applies to those who complain about our services

Any personal information collected and processed in relation to a complaint will be locked away and stored in line with our retention policy. This means that information relating to a complaint will be retained for only as long as reasonably necessary (until

case closes). It will be retained in a secure environment and access to it will be restricted according to a 'need to know' principle.

Please contact me in the first instance, so that we can aim to for satisfactory resolution of any kind of complaint.

Sections 17 – 21 apply to website users:-

17. I use a third-party service, Godaddy.com, to host my website. This site is hosted at www.godaddy.com which collects anonymous information about user activity on the site, for example the number of users viewing pages on the site, to monitor and report on the effectiveness of the site to help improve it. For more information about how GoDaddy processes data, please see:
<https://uk.godaddy.com/legal/agreements/privacy-policy>

How long do we keep your personal data?

Personal data is kept for no longer than reasonably necessary and all emails, correspondences, attachments, notes and hard copy documents are deleted after our work together ceases.

During therapy, your data will be kept up-to-date by occasionally asking you if any changes have occurred. Please inform in advance if there are any changes to your personal data so that accurate records can be maintained. Your data will be stored as a paper file document and locked away when not in use, until the time arises to destroy your personal data, this will be done via cross cut paper shredding. In the event that Nishah Dennison falls seriously ill and is unable to continue or dies, responsibility for destroying your personal data will lie with professional psychoanalyst, Paul Dennison.

At any time, you may request that changes are made to your contact details.

Your rights and your personal data

Unless subject to an exemption under the GDPR, you have certain rights with respect to your personal data as set out below.

- The right to request a copy of your personal data which we hold about you.
- The right to request that we correct any personal data if it is found to be inaccurate or out of date.
- The right to request your personal data is erased where it is no longer necessary for us to retain such data.
- The right to withdraw your consent to the processing at any time. This right does not apply where we are processing information using a lawful purpose other than consent.

- The right to request that we provide you with your personal data (contract given)
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction on further processing.
- The right to object to the processing of personal data, (where applicable)
- The right to be informed if your data is lost. We shall also inform the Information Commissioner's Office in accordance with the time limits in the GDPR.
- The right to lodge a complaint with the Information Commissioner's Office.

For further details about these rights please see the Information Commissioner's website at <https://ico.org.uk/for-the-public/is-my-information-being-handled-correctly/>

Further processing

Your personal data will not be used for a new purpose, not covered by this Privacy Notice. It will not be sent to third parties.

Contact Details

To exercise all relevant rights, queries of complaints please in the first instance contact Nishah Dennison.

You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

Nishah Dennison – BA hons, PGCert, PGDip, AdvDip, CertGroup; UKCP, UKAHPP reg/accred; Fellow and Associate Professor.



www.nishahdennison.com

Confidentiality: The contents of this email and its attachment(s) are confidential to the intended recipient. It may not be disclosed, copied, forwarded, used or relied upon by any person other than the intended addressee. If you believe that you have received the email and its attachments(s) in error, you must not take any action based on them nor must you copy or show them to anyone. Please respond to the sender and delete this email and its attachments from your system. Internet communications cannot be guaranteed to be timely, secure, error or virus-free. The Wellness Centre does not accept liability for any errors or omissions.