

CONFIDENTIALITY POLICY

The following information explains how personal and sensitive information is managed in the context of providing therapeutic services. This Confidentiality Policy should be read alongside our Privacy Policy, which details how data collected through our website is processed and stored.

1. Data Protection Framework

The Myriad Collective Group Limited, trading as *The Myriad Collective*, complies with all current data protection legislation, including the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018. We are registered with the Information Commissioner's Office (ICO).

In addition, our practitioners are required to uphold the ethical and professional standards set out by their respective professional bodies. This includes, but is not limited to:

- The **Health and Care Professions Council (HCPC)**
- The **British Association for Music Therapists (BAMT)**
- Other relevant governing or accrediting bodies depending on the professional background of the therapist

2. Data We Collect in the Course of Therapy

To provide therapeutic services safely and effectively, it is necessary for us to collect and retain certain personal information. This includes:

- **Identity and Contact Data** – name, address, date of birth, telephone number, email address, GP surgery details.
- **Service Data** – brief notes from each session, summaries of themes discussed, assessments, and outcome measures. These notes are kept minimal and factual.
- **Transaction Data** – records of payments made for services. Payments are made by bank transfer; we do not collect or store bank account or card details.

You are entitled to know what information we hold about you (or your child) and may request this information free of charge. If any data is inaccurate, you have the right to request corrections.

3. How We Store and Handle Data

- All personal and clinical data are stored in secure, password-protected electronic files on encrypted devices. We primarily use an online platform for this, which is GDPR compliant and secure.
- Records are retained for **seven years** after the date of last contact, in line with professional guidelines and legal requirements.
- Personal data will only be used for the purpose of providing therapeutic services and will not be shared for any other reason unless explicitly required.
- In line with professional obligations, anonymised clinical material may be discussed in supervision. This ensures safe and effective practice but does not involve sharing identifiable information.

4. Confidentiality in Therapeutic Practice

Confidentiality is central to establishing trust in the therapeutic relationship. For children and young people, confidentiality must be balanced with parental rights and responsibilities.

- **Young people aged 16 and above** have the legal right to confidentiality in their therapy sessions, meaning they decide what information is shared with parents/guardians.
- **Children under 16** are assessed using the principle of *Gillick Competence*. If a child is deemed competent to understand and consent to therapy, they also have the right to confidentiality. For more information, see NHS guidance: [Consent to treatment – Children](#).

Therapy should provide a safe and private space. Confidentiality supports openness and honesty, which are essential for effective therapeutic work.

5. Sharing of Information

There are circumstances where it may be appropriate or helpful to share information with parents, carers, or other professionals:

- Where themes from therapy sessions would support parents in assisting their child with therapeutic tasks between sessions.
- Where joint sessions with parents or carers would enhance the effectiveness of therapy.
- In these cases, information will only be shared with the young person's knowledge and agreement, unless safeguarding concerns apply (see below).

Consent is **not required** in circumstances where there are safeguarding risks or legal duties to disclose information.

6. Limits of Confidentiality

Confidentiality is not absolute. Information may be shared without consent in the following circumstances:

- Where a child, young person, or adult client discloses intent or risk of significant self-harm or suicide.
- Where there is disclosure of abuse or significant risk of harm from others.
- Where there is risk of serious harm to others.
- Where disclosure is required by law (e.g., court order).
- Where safeguarding concerns require action in the best interests of the child, young person, or vulnerable adult.

Wherever possible, clients will be informed if confidentiality needs to be broken. However, in safeguarding or legal circumstances, consent is not required.

7. Consent and Acknowledgement

Prior to commencing therapy, clients (or parents/guardians in the case of children and young people) will be asked to provide written consent. This confirms that:

- They understand the terms of confidentiality.
- They have read and understood both this Confidentiality Policy and our Privacy Policy.
- They consent to participation in therapy on this basis.

8. Contact and Complaints

If you have any questions about confidentiality or how your information is managed, please contact us:

Data Controller: The Myriad Collective Group Limited

Email: rebeccahitch@themyriadcollective.com

If you are dissatisfied with how your information has been handled, you may lodge a complaint with the ICO at www.ico.org.uk. We encourage you to raise any concerns with us first so that we can resolve them promptly.

We take data protection and confidentiality really seriously, and seek to adhere strenuously to the correct, and most up to date, regulation around this.

For questions about this policy or related procedures, contact:

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