

## **PRIVACY POLICY**

### **Contact details**

Name: Katherine Cox Psychotherapy

Phone number: 07774492819

Email: [kccpsychotherapy@yahoo.com](mailto:kccpsychotherapy@yahoo.com)

### **Purpose of this privacy policy**

I am committed to protecting your privacy when dealing with your personal information or personal data. This privacy policy provides details about the information I collect information, how I use it and how I protect it. It also provides information about your rights. This policy complies with UK law and requirements as per EU GDPR. In accordance to legislation, I am required to tell you about your rights and our obligations to you in regards to the processing and control of your personal data. Please see the following website for further information [www.knowyourprivacyrights.org](http://www.knowyourprivacyrights.org). Except as set out below, I do not share, or sell, or disclose to a third party any information collected.

### **The type of personal information I collect**

I currently collect and process the following types of personal data, or personal information:

Personal identifier: first name, last name, title, status, DoB, gender.

- Contact Data: address, email address and telephone number.
- Financial Data: bank account details and card payment details.
- Transaction Data: details about payments you have purchased from us.
- Technical Data: technical data used to access this website.
- Usage Data: how you use this website.
- Sensitive Data: details about your health, mental health history and any further health information relevant to our input together. I may be required to seek information about further sensitive data, if this is necessary, I will require you to confirm your consent.

Where I need to collect personal data by law, or under the terms of a contract I have with you, and you fail to provide that data when requested, we may not be able to work together towards your mental health concerns. In this instance, I may have to cancel our input however I will discuss this with you if this is the case at the time.

### **How we collect the personal information**

I collect personal information from you and sometimes from third parties acting on your behalf (for example: from health insurance, from health professionals or from your employers). Personal information can be collected through your contact with me (by telephone, email, through my website, through post, forms, face-to-face or remote video platform).

### **What I use your personal information for**

I will use your personal information for the purposes of your safety, assessment of psychological needs and provision of psychological treatment. I may share this information under the UK GDPR, the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting myself (via phone, email or in our appointment).

- (b) We have a contractual obligation.
- (c) We have a legal obligation.
- (d) We have a vital interest.
- (e) We need it to perform a public task.
- (f) We have a legitimate interest.

### **How we store your personal information**

Your information is securely stored. I will keep your personal information for a set time period as calculated by how long you have been a client with me when you stop being a client with me. Notes are kept no longer than necessary to meet our legal obligations and regulatory, financial, and business needs. By law we are required to keep basic information about our clients for six years after they cease being clients for tax purposes. Once the time period has lapsed notes and questionnaires be carefully disposed of.

### **Your data protection rights**

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.
- You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Please contact myself at [kccpsychotherapy@yahoo.com](mailto:kccpsychotherapy@yahoo.com) if you wish to make a request.

### **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [kccpsychotherapy@yahoo.com](mailto:kccpsychotherapy@yahoo.com)

You can also complain to the ICO if you are unhappy with how we have used your data. Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

**Marketing**

I do not use or share your personal data to send you marketing information.

**Cookies (on my Website)**

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please be advised that some parts of my website may not function properly.

**Usage Of My Website**

My website complies with all UK national laws and requirements for user privacy. My website and its owner take a proactive approach to user privacy ensuring steps are taken to protect the privacy of its users throughout their website visit.