

As clients of Aimsiú Behaviour Consultants Limited you trust us with your information. This privacy policy is meant to help you understand what data we collect, why we collect it, and what we do with it. We have tried to make it as simple as possible but if you have any questions please contact us.

Aurora Alonzo assumes the function of data controller and supervises the compliance with General Data Protection Regulation (GDPR) within the business.

Topics:

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3. How we use the information we collect
4. Information we share
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6. How we protect your data
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## 1 Information we collect

Aimsiú Behaviour Consultants Limited holds personal data as part of conducting a professional service with high integrity. The types of data fall under the following headings: healthcare records, educational records, clinical records, general administrative records, and financial records.

### 1.1 Healthcare records

A healthcare record refers to all information collected, processed and held both in manual and electronic formats pertaining to the service user and their care. Developmental delays and specific behaviours of concern can be complex, and a wide range of information may be collected in order to best meet the needs of the client, and to maintain a high quality service which meets best practice requirements. In order to provide a high quality service, a range of information may be collected.

Examples of data collected and held on all current and active clients include the following:

- Personal and Contact details: Name, date of birth, home address, phone numbers, e-mail address,
- Other contacts: name and contact details of GP and any other relevant healthcare professionals involved.

Specific for child services:

- Parent/guardian details
- Description of family
- Educational placements.
- Pre- and post-natal history: This can include information relating to mother's pregnancy, and child's birth.
- Developmental data: developmental milestones, feeding history, audiology history, history of daily living skills.
- Medical details: such as any relevant illnesses, medications, and relevant family history. Reports from other relevant allied health professionals such as: Audiology, Psychology, CAMHS (Child & Adolescent Mental Health Services), Occupational therapy, Physiotherapy, Ophthalmology.

## 1.2 Educational records

Relevant Individual Educational Plans (IEPs), progress notes from educational staff and school reports may be held.

## 1.3 Clinical records

Specific data in relation to skills targeted within individualised treatment plans may be collected and held, such as assessment forms, reports, case notes, e-mails, text messages and transcripts of phone. Audio and video files may also be collected and stored.

## 1.4 General administrative records

Aimsiú Behaviour Consultants Limited may hold information regarding attendance reports and accident report forms.

## 1.5 Financial records

A financial record pertains to all financial information concerning the practice, e.g. invoices, receipts, information for Revenue. Aimsiú Behaviour Consultants Limited may hold data in relation to: on-line purchasing history, card payments, bank details, receipts and invoices. Information will include name of bill payer, client name, address and record of invoices and payments made.

## 2 Where we get our information

Personal data will be provided by the client, or in the case of a child (under 16 years), their parent(s)/guardian(s). This information will be collected as part of a case history form prior to first face to face contact and during first initial consultation meeting. Information may also be provided directly from relevant third parties such as schools,

medical professionals and allied health professionals, with prior consent from the parent(s)/guardian(s).

### 3 How we use the information that we collect

We use the information we collect to provide assessment and therapy as per the relevant professional guidelines, as well as to maintain the general running of the business, such as running our electronic booking system, keeping our accounts and updating you of any changes in policies or fees.

#### 3.1 Data retention periods

The retention periods are the suggested time periods for which the records should be held based on the organisation's needs, legal and/or fiscal precedence or historical purposes. Following the retention deadline, all data will be destroyed under confidential means.

#### 3.2 Client Records

##### *3.2.1 Clinical Records*

Aimsiú Behaviour Consultants Limited keeps both physical and electronic records of clinical data in order to provide a service.

- Clinical data will be stored both by paper and electronically.
- Clinical data is deleted/confidentially destroyed after a specified period of time as outlined by the governing body of our practice. from last invoiced session. Unless requested by the client prior to that timeframe.
- Video records/ voice recordings relating to client care/videoconferencing records may be recorded with consent, analysed and then destroyed. If written consent is provided to use recordings for training purposes, the client will have the option to withdraw consent at any time.

##### *3.2.2 Financial Records*

Aimsiú Behaviour Consultants Limited keep electronic/paper records of financial data from

those who use our services. Section 886 of the Direct Tax Acts states that the Revenue Commissioners require records to be retained for a minimum period of six years after the completion of the transactions, acts or operations to which they relate. These requirements apply to manual and electronic records equally.

- Financial Data is kept for 6 years to adhere to Revenue guidelines.
- Financial Data (including non-payment of bills) can be given to Revenue at Revenue's request.

### 3.2.3 Contact Data

Contact Data is kept for 6 years to allow processing of Financial Data if required. (This may be retained for longer for safety, legal request, or child protection reasons.)

## 3.3 Exceptions

If under investigation or if litigation is likely, files must be held in original form indefinitely, otherwise files are held for the minimum periods set out above.

## 4 Information we share

We do not share personal information with companies, organisations and individuals outside Aimsiú Behaviour Consultants Limited unless one of the following circumstances apply:

### 4.1 With your consent

We will only share your Personal Identifying Information (PII) to third parties when we have express written permission to do so. We require opt-in consent for the sharing of any sensitive information. Third parties may include: hospitals, GPs, other allied health professionals, educational facilities.

### 4.2 For legal reasons

We will share personal information with companies or organisations outside of Aimsiú Behaviour Consultants Limited if disclosure of the information is reasonably necessary to: Meet any applicable law, regulation, legal process or enforceable governmental request. Meet the requirements of the Children First Act 2015. To protect against harm to the rights, property or safety of our service users or the public as required or permitted by law.

### 4.3 To meet financial requirements

Aimsiú Behaviour Consultants Limited also is required to share Financial data with our accountant, in order to comply with local tax laws.

#### 4.4 For processing by third parties/external processing

The following third parties are engaged for processing data:

| Who                                   | Type of Data                        | Purpose  |
|---------------------------------------|-------------------------------------|--|
| Dropbox (desktop application only)    | Treatment plans                     | Updating records, file storage   |
| Accountant                            | Financial                           | Processing financial accounts  |
| Zoom                                  | Video/Audio/written                 | Telehealth sessions/Training & Feedback                                      |
| Godaddy/Microsoft Office 365 & Emails | Calendar invites, Emails, schedules | Correspondence with clients and other professionals, scheduling appointments |

##### 4.4.1 Transfer of personal data outside the European Economic Area (EEA)

In certain instances, personal data may be transferred outside the EEA, e.g. to the US or other countries. This would be for specific purposes such as web-based appointment scheduling. In such instances, Aimsiú Behaviour Consultants Limited will use third parties which meet the privacy standards of GDPR.

## 5 How and when we obtain consent

Prior to initial assessment or consultation, a copy of the data protection policy will be provided to clients along with a client service agreement (or referral form, or case history, depending on the practice). (Alternatively, it can be stated that a link to the data protection policy will be provided) A consent form will need to be signed by the client prior to commencing the service. Copies of the signed consent forms and client service agreement, will be given to both parties.

Should a client wish to withdraw their consent for data to be processed, they can do so by contacting Aimsiú Behaviour Consultants Limited.

## 6 How we protect your data

In accordance with the General Data Protection Regulation (GDPR), we will endeavour to protect your personal data in a number of ways:

## 6.1 By limiting the data that we collect in the first instance

All data collected by us will be collected solely for the purposes set out at 1 above and will be collected for specified, explicit and legitimate purposes. The data will not be processed any further in a manner that is incompatible with those purposes save in the special circumstances referred to in section 5.1. Furthermore, all data collected by us will be adequate, relevant and limited to what is necessary in relation to the purposes for which it is collected which include, the assessment, diagnosis and design of individualised treatment plans

## 6.2 By transmitting the data in certain specified circumstances only

Data will only be share and transmitted, be it on paper or electronically, only as is required, and as set out in section 3.

## 6.3 By keeping only the data that is required

when it is required and by limiting its accessibility to any other third parties.

## 6.4 By disposing of/destroying the data once the individual has ceased receiving treatment

Upon completion of this treatment apart from the special categories of personal data as set out at 1.1 above, where data is required to be held by us for longer than the period outlined, we will put in place appropriate technical and organisational measures to ensure a level of security appropriate to the risk. These may include measures such as the encryption of electronic devices, pseudonymisation of personal data, and/or safe and secure storage facilities for paper/electronic records.

## 6.5 By retaining the data for only as long as is required

Which in this case is 2 years except for circumstances in which retention of data is required in circumstances set out at part 1.1 above or in certain specific circumstances as set out at Article 23(1) of the GDPR.

## 6.6 By destroying the data securely and confidentially after the period of retention has elapsed.

This could include the use of confidential shredding facilities or, if requested by the individual, the return of personal records to the individual.

6.7 By ensuring that any personal data collected and retained is both accurate and up-to-date.

## 7 Protecting your Rights to Data

Aimsiú Behaviour Consultants Limited would like to make sure you are fully aware of all of your data protections rights. All clients who have consented to our services have the following rights:

- The rights to access their personal data, usually referred to as a subject access request
- The right to have their personal data rectified
- The right to have their personal data erased, usually referred to as the right to be forgotten
- The right to restrict processing of their personal data
- The right to object to receiving direct marketing materials
- The right to portability of their personal data
- The right to object to processing of their personal data

The exercise of these Rights may be made in writing, including email, and also verbally and should be responded to in writing by Aurora Alonzo without undue delay and in any event within one month of receipt of the request

### 7.1 Children

For children under the age of 16, data access requests are made by their guardians. When a child turns 16, then they may make a request for their personal data. However, this is subject to adherence with the Children First Act.

## 8 Security

Aimsiú Behaviour Consultants Limited as with most providers of healthcare services is aware of the need for privacy. As such, we aim to practice privacy by design as a default approach, and only obtain and retain the information needed to provide you with the best possible service. All persons working in, and with Aimsiú Behaviour Consultants Limited in a professional capacity are briefed on the proper management, storage and safekeeping of data. All data used by Aimsiú Behaviour Consultants Limited including personal data may be retained in any of the following formats:

- Electronic Data
- Physical Files

The type of format for storing the data is decided based on the format the data exists in. Where applicable, Aimsiú Behaviour Consultants Limited may convert physical files to electronic records to allow us to provide a better service to clients.

## 8.1 Data Security

Aimsiú Behaviour Consultants Limited understands that the personal data used in order to provide a service belongs to the individuals involved. The following outlines the steps which Aimsiú Behaviour Consultants Limited use to ensure that the data is kept safe.

### *8.1.1 Electronic Data*

All electronic data is contained in the following systems: Email system, Zoom, Dropbox cloud based shared folders.

Laptop Computer:

- This system is physically located in Ireland.
- This system provider is aware of their requirements for GDPR compliance.
- This system has a Live Update for security enabled.
- All persons working in Aimsiú Behaviour Consultants Limited have access to records.
- All persons require a Log on and Password in order to access the records.
- A copy of the files are made on the users' computer when in use.
- The data controller in Aimsiú Behaviour Consultants Limited can remove or delete users.
- The data controller in Aimsiú Behaviour Consultants Limited can change users passwords.

Dropbox Cloud-Based Storage:

- This system is GDPR compliant.
- Aimsiú Behaviour Consultants Limited holds log in details for access to the cloud system.
- Dropbox uses two-factor authentication for added security.

Zoom:

This system is GDPR compliant.

- Aimsiú Behaviour Consultants Limited holds log in details for access to the cloud system.
- Dropbox uses two-factor authentication for added security.

Godaddy/Microsoft:

This system is GDPR compliant.

- Aimsiú Behaviour Consultants Limited holds log in details for access to the cloud system.



- Dropbox uses two-factor authentication for added security.

### *8.1.2 Physical Files*

All physical data is located in: Co. Meath

- This system is physically located in Co. Meath
- ONLY THE FOLLOWING person working in Aimsiú Behaviour Consultants Limited have access to these records; Cathy Fagan & Aurora Alonzo
- These records are kept in a container secured with a lock and key.

## 8.2 Security Policy

8.2.1 Aimsiú Behaviour Consultants Limited understands that requirements for electronic and physical storage may change with time and the state. As such, the data controller in Aimsiú Behaviour Consultants Limited reviews the electronic and physical storage options available to Aimsiú Behaviour Consultants Limited every 12 MONTHS.

8.2.2 All physical devices used by persons working in Aimsiú Behaviour Consultants Limited which may contain any identifiable PII are enabled with loss theft tracking and remote wipe abilities.

8.2.3 All persons working in Aimsiú Behaviour Consultants Limited are aware and briefed on and refresh the requirements for good data hygiene every 12 Months.

This briefing compliance is monitored by the Aimsiú Behaviour Consultants Limited data controller and includes, but is not limited to: Awareness of client conversations in unsecure locations. Enabling auto-lock on devices when leaving them unattended, even within Aimsiú Behaviour Consultants Limited locations. Use of non-identifiable note taking options. (initials, not names). The awareness of Aimsiú Behaviour Consultants Limited procedure should a possible data breach occur, either through malicious (theft) or accident (loss) of devices or physical files.

8.2.4 Teletherapy: You understand that teletherapy involves the use of electronic information and communication technologies by a health care provider to deliver services to an individual when he/she is located at a different site than the provider; and hereby consent to receiving health care services to me via teletherapy over a video

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conferencing platform and other communication and electronic tools (Zoom, email, whatsapp, dropbox, Microsoft teams for example)

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