

Data Protection Policy

At Yorkshire Counselling Psychology, we are committed to safeguarding the personal and sensitive information of our clients in accordance with the Data Protection Act 2018 and GDPR. This policy outlines how we protect, store, and manage client data securely.

1. Data Handling and Processing

We handle the following types of personal data:

- Personal identification data (name, address, contact details).
- Health information (psychological reports, medical history).
- Appointment and payment details.

2. Data Storage and Security Measures

We employ the following tools and security measures to protect client data:

- Two-Factor Authentication (2FA) Protected OneDrive: Client documents and sensitive information are stored in OneDrive, which is protected by two-factor authentication to enhance security against unauthorised access.
- Semble Clinical Management System: We use Semble, a GDPR-compliant clinical management system, for the secure handling of client records, appointment scheduling, and case management. This system is designed with encryption and access control to ensure confidentiality.
- Stripe Payment System: For payment processing, we use Stripe, a secure, PCI-compliant payment processor that encrypts and protects client payment details. Stripe operates in full compliance with GDPR and the Data Protection Act 2018.
- Encryption: All electronic records are encrypted both in transit and at rest.
- Physical Security: Any paper-based records are stored in a locked, secure facility with restricted access.

3. Access to Client Information

Only authorised personnel, such as qualified clinical staff and administrative employees, have access to client data. Access is granted based on necessity and is strictly controlled using password protection and role-based permissions.

4. Data Sharing

We only share client information with third parties (e.g., other healthcare providers) when legally required or with explicit client consent. Any third-party processors (e.g., payment services) must comply with GDPR and our data protection standards.



5. Data Retention

Client data is retained for a minimum of seven years following the last interaction, in line with healthcare regulations and professional guidelines. After the retention period, data is securely destroyed.

6. Client Rights

Clients have the right to:

- Access their personal data.
- Request correction of inaccurate data.
- Request data deletion (where legally permissible).
- Restrict or object to data processing.
- Request data transfer (data portability).

7. Breach Notification

In the event of a data breach that may impact client information, we will notify the affected individuals and the Information Commissioner's Office (ICO) within 72 hours, as required by GDPR.

8. Review and Updates

This policy is reviewed annually or in response to significant changes in legislation or our data handling practices.

For any questions or concerns, please contact us at:

Yorkshire Counselling Psychology
contact@yorkshirecounsellingpsychology.co.uk

Last updated: 09/10/2024