**Eliza Burrows Psychotherapy**

**Privacy Notice**

**February 2020**

**Privacy Policy**

I take your privacy seriously and I am fully committed to ensuring that your privacy is protected. This policy explains how I use and protect any information that you give me, from when you first make an enquiry, through until after therapy comes to completion.

**What type of information I collect**

I currently collect and process the personal information such as your name and contact information (address, email address, phone number). I may also collect your GP details, psychotherapy history, medical conditions relevant to psychotherapy, medication and your expectations for our work together.

If health insurance is funding your sessions I may need other information, such as your date of birth, and your membership and authorisation codes to pass security checks with your health insurance company.

**How I get the information and why I have it**

Most of the personal information I process is provided to me directly by you for one of the following reasons:

* To contact you regarding scheduling or changes to appointments, or payment of fees.
* To contact your GP in case of an emergency. I would always endeavour to discuss this with you first.

**The lawful basis for processing your data**

I only use information about you in ways that are required for me to fulfil my role as an effective, safe, ethical and responsive psychotherapist.

Under the General Data Protection Regulation (GDPR), the lawful bases I rely on for processing this information are: y**our consent (you are able to remove your consent at any time, which you can do by contacting Eliza Burrows); we have a contractual obligation; we have a vital interest; and we have a legitimate interest.**

**What I do with the information I have**

I use the information that you have given me in order to contact you regarding scheduling or changes to appointments; and to contact your GP in case of an emergency (I would always endeavour to discuss this with you first).

I may share this information with your GP in case of emergency or my clinical supervisor in the event of my death so that you can be informed.

**How I store your information**

Your information is securely stored at my home address in a locked cabinet and on my password protected home computer.

I keep your contact details and assessment notes for a six year period after completion of the contract. I will then dispose of your information by deleting electronic files and shredding paper files.

**Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask me for copies of your personal information.

**Your right to rectification** - You have the right to ask me to rectify information you think is inaccurate. You also have the right to ask me to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask me to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask me to restrict the processing of your information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal data in certain circumstances.

**Your right to data portability** - You have the right to ask that I transfer the information you gave me 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, I have one month to respond to you.

Please contact us at [elizaburrows100@gmail.com](mailto:elizaburrows100@gmail.com) if you wish to make a request.

**How to complain**

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113