



PRIVACY STATEMENT

General Data Protection Regulation

I am committed to protecting and respecting your personal information. This privacy statement describes how I collect and use your personal information/personal data about you or your child. Personal information means any information about an individual from which that person can be identified, and includes identifiers such as a name, an identification number, location data, or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of an individual. I act accordance with the General Data Protection Regulation. References to this privacy notice to “personal information” include “personal data” as defined and used in the GDPR.

What information do I collect and why?

In order to provide you with a service I need to collect personal information including yours or your child’s name, date of birth, gender, school, reasons for referral, ethnicity, health, life experiences, family tree, address, contact details such as telephone or email addresses and doctors details. This information may be collected directly from yourself or from the school or employer (if referred by them). I may also request information to be shared with me by other agencies who are supporting your child or family that may directly affect the support I provide in order to give the best possible service. I will only collect information that is needed for the service I provide.

What do I do with the information gathered?

I use your personal information to provide therapy services to your child. Some information will be used for research purposes and improving services. By signing the Contract you have agreed to me using your personal information in accordance with this privacy statement. If you have been referred through another agency then they may require a report or further information about the service provided and outcomes – this will be discussed with you and outlined if this is the case at the assessment stage and before therapy commences. No additional information will be shared without your permission (apart from in cases regarding safeguarding). I am not responsible for the activities of the agencies that referred your child so it would be worthwhile checking their policies.

Should there be a safeguarding concern, your information will be passed on to the relevant statutory agency and shared with the referrer. I may also disclose your child's personal information if I am under a duty to do so to comply with any legal obligation, or to protect the rights, property or safety of others.

All data is transferred securely. Data collected is used to monitor the service I provide and to enable the service to be improved. For children's work (those 11 years and under) the data is stored within a database system held by PTUK (Play Therapy UK). Individuals cannot be directly identified from this data as I pseudonymise by replacing names with codes.

Storage of information

Information is stored as per Data Protection Guidelines and following guidance from my professional body – Play Therapy UK. This may be in the form of hand written notes or computer records (all are secured and password protected). All records will be kept for 12 months from the end of therapy date (6 years for adults when there are legal reasons and for 6 years following the child's 18th birthday if there are legal reasons to do so). At this point records will be destroyed if no longer required for legal purpose. In the event your referral is not accepted, I will destroy all information about you unless I need to retain them for legal reasons.

Your rights

As my client in therapy, under GDPR in certain circumstance you have the right to:

- See your data and receive a copy of the personal data I hold about you. You will need to request this in writing and there will be a fee for this service.
- Request that the data be removed from my records
- Request correction of the personal data that I hold about you
- Object to the processing of your personal data
- Request the restriction of processing for personal data
- Request the transfer of your personal data to another party.

These are the rights of the client (you do not have the same rights if you are the parent/carer of a child that is referred into my service as confidentiality policies exist to protect the young person – only in times of safeguarding, legal matters or with the young persons permission may it be possible to share data).

If I am unable to remove yours (or your child's) data (for legal reasons), I will inform you of this in writing and include the reasons why.