

Kalmus Psychological Services/Kalmus Psychology Ltd

GDPR- PRIVACY NOTICE

Why do we need to process information about you?

In providing you with our services, Kalmus Psychology Ltd will need to handle your personal information. Personal information is details about you from which you can be identified, such as your name and contact details. Depending on what services you receive from us, we may process additional sensitive data such as information about your health. This information is essential to provide assessment and therapeutic services which are appropriate to your needs.

Under the requirements of the Health Care Professions Council (HCPC) and British Psychological Society (BPS), Kalmus Psychology Ltd are required, to keep documentation of your personal data to allow us to provide assessment and therapy services to you.

What information will you hold?

Information about you will be held in the form of written notes, forms, emails, questionnaires, letters and invoices. This information could be collected at any point during your contact with us and/or during your receipt of services from us.

Your information will be collected, managed and stored solely for the purposes of us providing you with psychological services or training.

How do we use the information that we collect?

We use the information we collect:

- To communicate with you so that we can inform you about your appointments with us, we use your name, your contact details such as your telephone number, email address or postal address;
- To create your invoice using our accounting package, we use your name and email address;

Where do we keep the information?

We keep your information in the following places.

Company computers

Personal computers that are password protected and the hard drives are password protected. Passwords are changed regularly and only accessible by Dr Ellis Kalmus.

Where cloud services are used, these meet GDPR requirements and all data is securely encrypted.

Your client record

Clinical case notes and personal details are held in paper form and stored in a filing cabinet within a locked key coded office.

Invoice / accounts package

We use Xero Accounts Software. For the sake of accounting, invoices will be drawn up, for each payment. Invoice will include surname and email address. Should a clinical report be provided through this system it will be password protected. Xero has stated that they are compliant with GDPR.

As a paper copy

We take hand written notes when we meet you. These notes may be used to create a report on the services that we provide to you, to you or to an approved third party (i/e/ your insurer). Mostly, however, our written notes serve simply as an aide memoire for your therapist to ensure continuity of treatment over time.

We keep a paper copy of your notes and any invoices in locked filing cabinets in our offices. We send paper copies of invoices to our accountant to enable him to process our accounts each year.

How long will you store my information for?

We will hold information about you for as long as you receive services from us and for 7 years following the date of our last contact with you. If our identified client is a minor, we will hold information about the services that we have provided to them for 7 years past the age of majority.

You also have the right to ask for your information we hold on you to be erased prior to this time by contacting our Data Protection Officer, Dr Ellis Kalmus, by post or email to ellis@kpservices.co.uk. However, we may not be able to erase your data before the time required by the

overseeing professional body or if court action is ongoing.

How can I access the information you hold?

You can ask to access the information we hold by writing to our Data Protection Officer, Dr Ellis Kalmus, by post or email to ellis@kpservices.co.uk. To make a Subject Access Request (SAR). You can also ask for your information to be transferred to another provider of psychological services. We will respond to your request within 30 days.

Verification of the identity of anyone making such a request will be required before information can be shared.

What if I believe the information you hold about me is incorrect?

Whilst you are receiving services from Kalmus Psychology Ltd, we will aim to keep the information we hold about you up-to-date. Please inform us as soon as possible if your personal data changes so that we can update our records.

Protecting your Information

Kalmus Psychology Ltd is committed to keeping the information we hold about you secure. To protect your personal data, we follow the guidelines and recommendations in line with our professional bodies (The British Psychological Society and The Health Care Professionals Council) and regulatory bodies such as the Information Commissioners Office. More detailed information can be found in our Data Protection Policy, which complies with the requirements detailed in the Data Protection Act (1998) and the General Data Protection Regulations (2018). This document is available on request.

Confidentiality:

The confidentiality of your personal information is very important to Kalmus Psychology Ltd. All our services are confidential, and we will not share your information unless we judge that there is a serious risk of harm to yourself or others, or with your written consent, or when we are legally obliged to do so.

Who can I contact if I have concerns about my data management?

Should you have any concerns about the management of your data by

Kalmus Psychology Ltd, please contact our Data Protection Officer, Dr Kalmus, in the first instance. If we are unable to resolve your concerns, you have a right to complain to the Information Commissioner's Office: <https://ico.org.uk/for-the-public/raising-concerns/>

Policy prepared by:
Policy review date:

Dr Ellis Kalmus Clinical Psychologist
25th May 2020