

## **DATA PRIVACY NOTICE (CLIENTS)**

**Data controller: bMindful Psychology Limited**  
**Hobart House**  
**Cheadle Royal Business Park**  
**Cheadle**  
**SK8 3SR**

**Data protection officer: Stuart Hepworth – Clinical Director (stuart@bmindfulpsychology.co.uk)**

The organisation collects and processes personal data relating to its clients to maintain information about your health, treatment and care, so that you can be given the best possible support.

The organisation is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

### **What information does the organisation collect?**

We collect personal information about you in a number of ways. This can be from referral details from your GP or hospital, or directly from you or your parent or carer.

It is likely that we will hold the following basic personal information about you:

- Your name and preferred name
- Your address (including correspondence)
- Your email address
- Your telephone numbers
- Your date of birth
- Your emergency contact
- Your GP details

In addition to the above, we may hold special category personal information about you which could include:

- notes and reports about your health, treatment and care, including:
  - your medical conditions (physical and mental)
  - results of assessments
  - future care you may need
  - personal information from people who care for and know you, such as relatives and healthcare or social care professionals
  - other personal information, such as any medication or substances you are taking
- whether or not you are subject to any protection orders regarding your health, well-being and human rights (safeguarding status)

This personal information can be held in a variety of formats, including paper records and electronically on computer systems. It is important for us to have a complete picture of you as this will help our team deliver appropriate treatment and care plans in accordance with your needs.

### **What do we do with your personal data?**

Your records are used to directly manage and deliver therapy to you to ensure that:

- the team member involved in your care has accurate and up to date information to assess and advice on the most appropriate support for you
- team members have the information they need to be able to assess and improve the quality and type of support you receive
- appropriate information is available if you see another healthcare professional, or are referred to another healthcare professional, social care or healthcare provider

The personal information we collect about you may also be used to:

- remind you about your appointments and send you relevant correspondence

- review the support we provide to ensure it is of the highest standard and quality, e.g. through audit, service improvement and research
- support the funding of your support, e.g. with commissioning organisations
- prepare statistics on the performance of the organisation
- help to train and educate team members
- report and investigate complaints, claims and untoward incidents
- report events to the appropriate authorities when we are required to do so by law
- review your suitability for further support and care

Where possible, we will always look to anonymise/pseudonymise your personal information so as to protect client confidentiality, unless there is a legal basis that permits us to use it, and we will only use or share the minimum information necessary.

#### **Why does the organisation process personal data?**

Any personal information we hold about you is processed for the purposes of:

- "the provision of health or social care or treatment or the management of health or social care systems and services" under chapter 2, article 9 (2) (h) of the UK GDPR

#### **Who has access to data?**

We may need to share relevant personal information with other organisations. For example, we may share your information for healthcare purposes with health authorities such as NHS England, general practitioners (GPs), ambulance services, primary carers etc.

We may need to share information from your records with other organisations from which you are also receiving care, such as Social Services or private care homes. However, we will not disclose any health information to third parties unless there are specific circumstances, such as when the health or safety of others is at risk, where current legislation permits or requires it or where we have your explicit consent.

There may also be situations where we are under a duty to share your information due to a legal requirement as set out below.

The organisation is required to protect your personal information, inform you of how your personal information will be used, and allow you to decide if and how your personal information can be shared. Personal information you provide to the Therapist in confidence will only be used for the purposes explained to you and to which you have consented, unless there are exceptional circumstances, such as:

- when the health or safety of others is at risk
- where the law requires it
- where there is an overriding public interest to do so

Where there is cause to do this, the organisation will always do its best to notify you of this sharing.

The organisation will not transfer your data to countries outside the UK.

#### **How does the organisation protect data?**

Your personal information is held in both paper and electronic formats for specified periods of time.

We hold and process your information in accordance with the General Data Protection Regulation (GDPR) in conjunction with the Data Protection Act 2018, as explained above.

We have a duty to:

- maintain full and accurate records of the support and care we provide to you
- keep records about you confidential and secure
- provide information in a format that is accessible to you

Your personal information will only be kept for as long as is necessary.

**For how long does the organisation keep data?**

The organisation will hold your personal data for the duration of your activity with the organisation. The periods for which your data is held after the end of those sessions is 10 years.

**Your rights**

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require the organisation to change incorrect or incomplete data;
- require the organisation to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing of your data where the organisation is relying on its legitimate interests as the legal ground for processing; and
- ask the organisation to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the organisation's legitimate grounds for processing data.

If you would like to exercise any of these rights, please contact Stuart Hepworth – Clinical Director.

If you believe that the organisation has not complied with your data protection rights, you can complain to the Information Commissioner.

**Automated decision-making**

There are no decisions made based solely on automated decision-making.

**Review**

This document will be reviewed on an annual basis.

If you have any queries in relation to this document please contact [info@bmindfulpsychology.co.uk](mailto:info@bmindfulpsychology.co.uk)

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