



Child, Adult & Family Clinical Psychology  
Services across Moray & Aberdeenshire

## Lunnon-Wood Psychology

### **Data Protection and Privacy Notice for Therapy Clients**

You may be aware of the new laws relating to General Data Protection Regulation (GDPR) that are in effect from May 2018. The purpose of GDPR is to provide a set of standardized data protection laws across all EU member countries.

Under data protection law, you, as a client of Lunnon-Wood Psychology, have specific rights. To communicate these rights to you, we are providing you with this privacy notice.

### **Data Controller**

Dr Tracy Lunnon-Wood is the data controller for Lunnon-Wood Psychology.

### **What is personal data?**

Personal data is information relating to an identified or identifiable person. Examples include an individual's name, address, date of birth, telephone numbers and email addresses. Personal data also includes specific categories of data, such as that relating to an individual's health.

### **What personal data do we record, process and retain from therapy clients?**

Lunnon-Wood Psychology collects, processes and retains:

Client Contact Form: basic contact information, name, address, email, contact number and GP contact details.

Sensitive personal data: signed terms and conditions with therapy agreement, therapy records to include therapist notes, letters, reports and outcome measures. Where relevant information pertaining to other aspects of your health and wellbeing will be collected.

Web based enquiry form: if you have completed an online web-based enquiry form then we will also process and retain any information you provide. Lunnon-Wood Psychology web services are verified by themselves as GDPR compliant. Details of contact between yourself and Lunnon-Wood Psychology including any financial transactions will be recorded.

If you are referred for assessment and/or treatment by your health insurance provider, then we will also collect, process and retain personal data as provided by that organization. This will include contact information, referral information and health insurance policy number alongside authorization for psychological treatment.

### **What do we use your personal data for?**

Lunnon-Wood Psychology has a legitimate interest in using the personal data and sensitive personal information we collect to provide psychological health treatment. As such we use your personal data:

- To provide you with the most appropriate and timely healthcare, such as psychological therapy to you.
- To monitor and keep records of our communications with you.
- To help us manage and audit our business operations including accounting.
- To comply with legal and regulatory obligations.

No information that you provide is passed on without your consent.

### **What we do with your personal information**

At Lunnon-Wood Psychology we take your privacy extremely seriously. We will only use your personal information to provide the services that you have requested. If you do not provide the personal information requested, then we may be unable to provide a therapy service to you.

### **Retaining your personal data**

Data may be recorded both electronically and/or on paper. We ensure that procedures and policy are in place to keep your data confidential and secure at all times. The sensitive personal information as outlined above is stored for a period of 7 years after the end of therapy in accordance with regulatory requirements by the British Psychological Society (BPS, 2000) and the Health and Care Professions Council (HCPC, 2017).



Child, Adult & Family Clinical Psychology  
Services across Moray & Aberdeenshire

## Lunnon-Wood Psychology

Administrative data is retained for up to 6 years as necessary in line with HMRC and tax compliance for accounting purposes or is otherwise deleted. Your basic information is only stored for as long as it is required.

Basic contact information held on a therapist's mobile phone, such as telephone contact details, are deleted within 6 months of the end of therapy.

### Sharing your personal data

We hold information about each of our clients and the therapy they receive in confidence. This means that we will not normally share your personal information with anyone else.

However there are exceptions to this when there may be the need for liaison with other parties:

- If you are referred by your health insurance provider, or funding therapy through a health insurance policy, then we will share appointment schedules with that organisation for the purposes of billing. We may also share information with that organisation to provide treatment updates as per your agreement.

In exceptional circumstances we might need to share personal information with relevant authorities:

- When there is need-to-know information for another health provider, such as your GP.
- When the information concerns risk of harm to the client, or risk of harm to another adult or child.
- When there is a legal duty, such as a Court Order.

### What we will not do with your personal information

We will not share your personal information with third parties for marketing purposes.

### How we ensure the security of personal information

Personal information is minimised in email and phone communication. Sensitive personal data will be sent in an email attachment that is password protected. Email appliances use private (SSL) settings, which encrypts email traffic so that it cannot be read at any point between our computing devices and our mail server. Lunnon-Wood Psychology will not use open or unsecure Wi-Fi networks to send any personal data.

Personal information is also stored on an office computer and is password protected. Malware and antivirus protection is installed on all computing devices. Mobile devices are protected with a passcode/thumbprint scanner.

### What are your rights under data protection laws:

You have legal rights governing the use of your personal data. They are:

- The right to be informed about the personal data being processed.
- The right to access your personal data and information we hold about you
- This information will be shared within 30 days of receiving a request
- The right to correction of inaccuracies of your personal data
- The right to erasure and to have personal data deleted.
- The right to restrict the processing of your personal data
- The right to data portability (to move, copy or transfer) your personal data
- The right to complain to the Information Commissioner's Office (ICO) if you think that we have not complied with Data Protection Laws.

Dr Tracy Lunnon-Wood  
Clinical Psychologist

Tel: 07468461144 Email: [enquiries@familypsych.co.uk](mailto:enquiries@familypsych.co.uk) [www.familypsych.co.uk](http://www.familypsych.co.uk)



The British  
Psychological Society  
Promoting excellence in psychology