

Privacy Policy

Bech Psychology Ltd ('we') is a company offering counselling psychology services. This privacy policy explains how we use any personal information we collect about you, as a past, present, and future service user (client or patient) ('you'), or when you use our website.

Data Controller

Anna Malena Bech is the data controller for *Bech Psychology Ltd*. Her contact details are:

E: contact@bechpsychology.com

T: +44 7876413187

1 Snow Hill Court, EC1A 2EJ, London, United Kingdom

Use of Website

We make sure the necessary steps are taken to protect the privacy of our website users throughout their visiting experience.

Cookies

Cookies are small files saved to your computer's hard drive to track information about your usage of the website (visitor behaviour information). This allows the website, through its server to provide you with a tailored experience within this website.

This website uses anonymous session cookies (short-term cookies that disappear when you close your browser) to help you navigate the website and make the most of the features.

This website uses tracking software to monitor its visitors to better understand how they use the website. This software is provided by *Google Analytics* which uses cookies to track visitor usage. The software will save a cookie to your computer's hard drive in order to track and monitor your usage of the website, but will not store, save or collect personal information.

Should you wish to deny the use and saving of cookies from this website onto your computer's hard drive, you should take necessary steps within your web browser's security settings to block all cookies from this website and its external serving vendors.

Other websites

Our website contains links to other websites. Our privacy policy only applies to this website; we would encourage you to read the privacy statements on the other websites you visit.

Privacy Policy for Therapy Clients

What personal data we process

Bech Psychology Ltd collects and processes the following personal data from therapy clients:

- Personal data: basic contact information such as name, address, email, contact number, next of kin contact details, GP contact details, health insurance policy and authorisation number.
- Sensitive personal data: Health records of all information relevant to your treatment with us (including therapist notes, letters, reports, outcome measures, emails, text messages, audio or video recordings when relevant).

The lawful basis for processing personal data

Bech Psychology Ltd is required by our regulator *Health and Care Professions Council* (HCPC) to keep records of treatments provided.

Bech Psychology Ltd have a legitimate interest in using the personal data and sensitive personal data we collect to provide health treatments. It is necessary for us in order to provide psychological therapy to clients.

What we do with your personal information

We will only collect and use your personal information as necessary to provide the services you have requested from us.

If you do not provide the personal information requested, then we may be unable to provide a therapy service to you.

How your personal information is used

We use the information we collect to:

- Provide our services to you.
- Process payment for such services.

How long we store personal information

We will only store your personal information for as long as it is necessary.

Basic contact information held on a therapist's mobile phone is deleted within 6 months of the end of therapy. This allows us to provide better service to a returning client.

All other information, including the sensitive personal data defined above, is stored for a period of 7 years after the end of therapy in compliance with professional guidelines and obligations. After this time, this data is deleted at the end of each calendar year.

Data used for accounting purposes is stored in accordance with HMRC regulations, which is 6 years from the end of the last company financial year they relate to, or longer if certain circumstances apply as defined by HMRC.

With whom we might share personal information

At *Bech Psychology Ltd* we take your privacy seriously. We hold information about each of our clients and the therapy they receive in confidence. This means that we will not share your personal information with anyone else. However, there may be exceptions to this, for instance, when there may be a need to liaise with other parties/external organisations:

- If you are referred by your health insurance provider, or otherwise claiming through a health insurance policy to fund therapy, then we will share basic personal information and appointment schedules with that organisation for the purposes of billing. We may also share personal information with your health insurance provider to provide treatment updates in order for them to process your claim.
- If you are referred by your GP, Psychiatrist, Occupational Health Physician, or other health care provider we will share personal information with the referrer or other health care professional involved in your care/treatment in order to provide treatment updates. We will do this only with your written consent.
- Basic personal data included in invoices is shared with our accountant (and HMRC if necessary due to tax-related queries), who is also bound by confidentiality and data protection regulations.

In most circumstances we will not disclose personal data without your consent. The exceptions to this are:

- Where there is a legal duty, for example a Court Order.
- When it is necessary to protect you or others from harm. This is when the information concerns risk of harm to you (the client), or risk of harm to another person or other persons. We will discuss such disclosure with you unless we believe that to do so would increase the level of risk to you or others.
- If your health is in jeopardy, and you are unable to give consent, we may share your contact information and some information about your health with an emergency healthcare service, your GP, or your next of kin.

Whenever we share information about you, we only provide the information necessary. Before we share any sensitive personal information with your health insurance provider or your health care provider you will always be given the option to see what personal information is shared.

How we ensure the security of personal information

All personal information provided is stored in compliance with the EU's General Data Protection Regulations (GDPR).

Sensitive personal information will be sent to clients in a password protected email attachment.

Your right to access the personal information we hold about you

- You have a right to access the information we hold about you.
- We will usually share this with you within 30 days of receiving a written request.
- We may request further evidence from you to verify your identity.
- You will be sent a copy of the information we hold about you.
- You have a right to have your personal data corrected if it is inaccurate.
- We reserve the right to refuse a request to delete your personal data where this is Health records or when the personal data is needed for accounting purposes. Please see retention periods above under "How long we store personal information".
- You can complain to a regulator. If you think that we have not complied with Data Protection laws, you have the right to lodge a complaint with the Information Commissioner's Office.

Complaints

Bech Psychology Ltd tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate.

If you are not satisfied with the response from *Bech Psychology Ltd*, or believe we are not processing your personal data in accordance with the law, you have the right to raise your complaint with the Information Commissioner's Office (ICO)

Contact information for ICO:

Website: <https://ico.org.uk/concerns/>

Telephone: +44 (0) 303 123 1113

Updates to this privacy policy

We keep this privacy policy under regular review and we will place any updates on this webpage. This privacy policy was last updated on 16th July 2018.

Anna Malena Bech

Chartered Counselling Psychologist and Director of *Bech Psychology Ltd*.