

## Data Protection and Privacy Policy for The Cherrycroft Practice



**Document Management**

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## **Data Protection and Privacy Policy for The Cherrycroft Practice**

This document explains how information about adults and children information is collected, stored and processed at The Cherrycroft Practice, in line with the General Data Protection Regulation (GDPR) guidance within the Data Protection Act 2018. This policy, also, serves as a privacy notice.

GDPR guidance ensures that we have systems in place to protect and keep safe any information we hold on you or your child.

Our commitment to you: -

- We will always keep any information we hold or share secure.
- We will always operate within the law and act with respect and care.

### **Why do we collect your personal information?**

This information helps us to provide a high-quality service to our clients in a number of ways. It means we are able to: -

- Manage your enquiry and keep you updated.
- Offer and deliver to you the right therapeutic service, appropriate to your need.
- Ensure that the therapists in our team can discuss their work in their clinical supervision.
- Ensure there is an up-to-date record of our financial accounts, including invoicing.
- Meet any of our legal responsibilities for safeguarding children and vulnerable adults.

### **What information is collected?**

#### **Personal information**

This will include your name gender, date of birth, relationships, parents, siblings, children, occupation, address, telephone numbers, email addresses, therapeutic history, medical conditions, medication history, employment, education and social life detail. Information to reasons for requesting a service is also collected and stored.

We often video-record work, for the purposes of assessment or supervision. Video recordings will only be available to be viewed by the Cherrycroft team

members who are working with you and your family, or who are involved in supervising those who are working with you and your family.

### **Sensitive information**

Sensitive information will include areas such as physical and mental health details, sexual life, racial or ethnic origin, religious or other beliefs, convicted offences and alleged offences. (In order to have the best chance of supporting you, it is helpful for us to know about these things).

### **Any ongoing contact**

- We will keep a record of any meeting with you, any telephone contact and email exchanges that we feel are important.
- We will also record any contact we have with any professionals in connection with you or your child.

### **Sharing of information**

We will share information collected with the following people and systems within The Cherrycroft Practice: -

- The Directors of The Cherrycroft Practice, when appropriate.
- Our Clinicians and their inhouse supervisors.
- Our administrators, IT and accountancy packages – there is limited access to personal data which are required to process invoices and business accounts. (No sensitive data is shared).
- Our internal IT administrator is Enhanced-DBS checked and manages the oversight of our online database.

Outside of The Cherrycroft Practice we will share information as follows: -

- We will speak to NHS mental health teams, your child's school, Children's Services and your GP - if this is discussed and you give your consent.
- If there is a legal obligation to share information with an outside agency e.g. Where there are safeguarding concerns about a child. (In such a circumstance the legal obligation will override the need for confidentiality).

(Any external agencies will also be bound by GDPR guidance).

### **How is my data kept?**

- We keep paper records, and these are all kept in a secure locked filing cabinet at the Cherrycroft Practice (which is a secure building)
- Any electronic records are kept on a secure software system, accessed only by authorised personnel. Our internal IT administrator is DBS checked. Data is held within the UK.
- Any emails containing sensitive or personal emails are encrypted (using Egress). Sometimes families prefer not to use the Egress system and this is your right to exercise if you so wish and authorise the Cherrycroft Practice to send potentially sensitive information unencrypted.
- We hold both a paper file and an electronic file. The paper file does not hold all your personal data, as this is only used when necessary (i.e. to keep a copy of your basic contact details in case there is a problem with the electronic system). Your main case file, where all your personal data is kept is an electronic case file.

### **How long is data kept for?**

- For all cases, we will hold data for 15 years from the last service intervention.
- We keep all our video recordings in electronic case files as long as they are deemed necessary depending on the need for these videos, for example videos regarding supervision will be deleted prior to those video's used as a part of diagnostic service.

### **What are your Data Protection Rights?**

The Cherrycroft Practice would like to make sure you are fully aware of all of your Data Protection rights. Every service user (unless there are legal grounds not to do so) is entitled to the following:

- The right to access – You have the right to request copies of your personal data.
- The right to rectification – You have the right to request that we correct any information you believe is inaccurate. You also have the right to request we complete the information you believe is incomplete.
- The right to erasure – You have the right to request that we erase your personal data, under certain conditions.
- The right to restrict processing – You have the right to request that we restrict the processing of your personal data, under certain conditions

- The right to object to processing – You have the right to object to the processing of your personal data, under certain conditions.
- The right to data portability – You have the right to request that we transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we will respond to you within 30 days.

### **Contact Details**

To exercise all relevant rights, queries or address complaints please in the first instance contact the Data Protection Lead.

Our Data Protection Lead is Zane Wilson.

Telephone number: 01276 301010

Email: [dpa@cherrycroft.uk](mailto:dpa@cherrycroft.uk)

Or write to us: Portland House,  
Park Street  
Bagshot  
Surrey  
GU19 5AQ

### **How to contact the Information Commission**

Should you wish to report a complaint or if you feel that The Cherrycroft Practice has not addressed your concern in a satisfactory manner, you may contact: -

The Information Commissioner's Office on 0303 123 1113

Or use a web form available on [ico.org.uk](http://ico.org.uk).

Or write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

### **Changes to our privacy policy**

Our Company keeps its privacy policy under regular review and will update this document as required by GDPR guidance and/or customer feedback.



Dr Claudia Wilson