



DR BUTTON

PSYCHOLOGY

The General Data Protection Regulation (GDPR), came into effect on 25th May 2018 and provides a legal framework for ensuring the safety of personal information by organisations. The framework insists that organisations within the European Union (EU) have effective systems in place for handling and storing personal information. It also stipulates that people cannot be contacted by organisations without having given permission for sharing of information.

The following privacy notice outlines how Dr Button Psychology manages your data and your rights in relation to this. Dr Button is the Data Protection Officer (DPO) for the business.

Personal Information held by Dr Button and why:

Dr Button Psychology collects personal information provided by you or a referrer, e.g. insurance company/solicitor appropriate to the service you are accessing, e.g. therapy or supervision. Such information includes for example; your name, date of birth, contact details (phone numbers, email and address), GP details, your place of work, and where relevant previous reports generated in relation to accidents or injuries sustained. This information is held so that contact can be made with you to arrange appointments for relevant services but also to be able to access support systems for you should you require this over the course of your treatment with Dr Button. Information is also held to be able to communicate with you regarding payments (for self-referring clients), e.g. invoicing. Personal information held is with a view to providing you with a safe, effective and professional service. If you are signing up for an online course and / or for her mailing list(s) she needs: Your name and your email address. If you are browsing Dr Button's Facebook and LinkedIn pages, when you engage with this media your information will be stored in the form of cookies. You can opt out of this from the website when the pop up appears. To change your privacy preferences please do this directly on these platforms.

Dr Button will also use your information to notify you of any ongoing or LIVE content you have asked to be informed about, such as Facebook LIVES and where relevant to send you mailing list emails or email communications regarding key aspects of her business that you have asked to be informed about by signing up to her business newsletter.

Written notes made during therapy and supervision sessions and stored in a locked filing cabinet. Where electronic communications are made, emails and texts are also stored. Your first name and the first letter of your surname will be held in Dr Button's phone contacts for the duration of your therapy/supervision. At the end of therapy/supervision Dr Button will remove your contact from her phone and have only written contact information in the filing cabinet or electronic information on her laptop and backup system.

Keeping information accurate and up-to-date:

It is your responsibility to ensure that Dr Button is made aware of any relevant changes to your personal information that she requires to be able to provide you with an effective service.

Sharing of information:

Often referring agencies require reports across the duration of assessment and therapy. Dr Button uses the information you share with her in sessions to provide referrers with a brief summary of assessment and treatment outcomes, e.g. progress made in relation to goals. Dr Button does not divulge sensitive information shared in sessions with referring agencies unless she is concerned about risk of harm to yourself or others. Where Dr Button is concerned about risks, she will endeavour to discuss this with you and seek your consent to share the information. However, there may be some instances where she has pressing concerns about safety to yourself or others and at such times it may not be appropriate to seek your consent before sharing with appropriate agencies, e.g. GP, police, other relevant professionals. Dr Button prioritises keeping people safe at all times. If information is shared without your consent, Dr Button will discuss this with you and her reasons why as soon as is practically possible.

Reports are shared with referrers electronically, and sent either via secure email systems, e.g. Egress or documents are password protected and the password is provided in a separate email. Different referring agencies have different requirements for sharing of reports. If you wish to see the content of reports prior to Dr Button sharing them, please do ask. Dr Button considers information shared with her by you, to be your information and is happy to discuss her clinical notes with you at any time. Dr Button does not accept referrals from outside of the UK so all sharing of information is within the UK.

In cases where supervisees are seeking Accreditation, personal information that is required on the application is shared with members of the EMDR Association. You will have provided that information to Dr Button and so will be aware of what is being shared with the Accreditation committee within the EMDR UK and Ireland Association.

How long is data held for and where?

The British Psychological Society require Dr Button to keep clinical records for 7 years after the end of your contact/treatment for adults. Written notes are stored in a locked filing cabinet in anonymised envelopes. The filing cabinet key is kept in a coded key press and the key to the office is kept in a coded key press elsewhere to enhance security of your data. The building where the filing cabinet is held is alarmed. Electronic information is password protected where possible. Emails and texts are kept on a laptop, ipad and iphones, all of which are password protected (passcodes or fingerprint access). IT systems are regularly backed up with appropriate secure and encrypted systems such as Dropbox. Dr Button's passwords are not shared. She also uses a smartphone that is password protected and encrypted. She also uses Kartra electronic systems for sales on online courses and products for EMDR supervisees. Kartra holds her mailing list.

Notes relating to children are kept until they reach the age of 25 years. Notes relating to on-going court cases are kept until the case is concluded or for up to 7 years after if concluded before that time. After the 7year deadline and where any court cases are resolved, paper notes are destroyed in line with GDPR regulations, and all electronic information is deleted. The practice guardian will ensure that this is adhered to in the event that Dr Button is unable to oversee this. She keeps electronic invoices for seven years as this is the required length to comply with the HMRC requirements.

How to request access to your data:

You are able to request access to your notes by putting your request in writing or making a verbal request to Dr Button using the contact details for the business. You will be provided with your information within 40 days. You are able to check records for accuracy, and request correction or deletion of your information. Dr Button recommends that if you request to see your notes, that you go through them with her so that any concerns or queries can be addressed there and then. You can request that Dr Button transfer your data to another business.

You can also request that your information be deleted or destroyed before the 7/25 year expiration date. Dr Button will discuss each request with you and relevant parties, e.g. referring agencies. Dr Button will seek advice from her professional governing bodies, e.g. The Association of Clinical Psychologists (ACP), The Health Care and Professions Council (HCPC) and the Information Commission Office (ICO) on a case-by-case basis at the time of the request.

If Dr Button is aware of any breach of personal data security, she will contact you as soon as possible to discuss this. Where appropriate, Dr Button will advise the ICO.

Dr Button Psychology is registered with the ICO. If you wish to complain to the ICO about Dr Button's GDPR compliance, you can contact them directly. The ICO website is ico.org.uk.

What if my information is incorrect or I wish to be removed from her system?

Please contact Dr Alexandra Button. She may require additional verification that you are who you say you are to process this request. If you wish to have your information corrected, you must provide her with the correct data and after she has corrected the data in her systems, she will send you a copy of the updated information in the same format at the subject access request in section 7. If you wish to unsubscribe from any mailing list you can do this in each and every email she sends you by clicking the link which says unsubscribe. If you wish to unsubscribe from any messages regarding ongoing or LIVE content you can reply to any text or Messenger message with 'STOP.'

How can I have my information removed?

If you want to have your data removed you can make this request in writing. Dr Button will have to determine if she needs to keep the data, for example in case HMRC wish to inspect her records. If she decides that she should delete the data, she will do so without undue delay.

Will Dr Button send emails and text messages to you?

As part of providing her service to you Dr Button will send information to you via email. She needs to send details of your appointments to you as a reminder and any relevant access links such as zoom links. Where you have consented to it, she may also use SMS (text messages). Consent for methods of communication is given by yourself on her terms and conditions sheet.

Signing Terms and Conditions / GDPR

When you sign the Terms and Conditions Document or buy or sign up for any product from Dr Button Psychology or her mailing list you are also confirming that you have seen a copy of this GDPR policy and that you consent.

Consent:

It is important that you evidence that you have read and understood the information contained within this Privacy Notice. If you are unsure of anything please ask Dr Button for clarification before signing.

I have read, understood and consent to the terms outlined in this notice:

Client name (BLOCK CAPITALS)

Client Signature

Date: