Privacy Policy for Richard Hughes Therapy 2019

Your privacy is an important priority to me. I am registered with the ICO and follow GDPR principles and guidelines.

In May 2018 the EU law ‘General Data Protection Regulation 2018’ was adopted by the UK. Under this law it is best policy to gain your written, signed consent to my holding of your personal data indefinitely.

Personal data is any information that can be used to identify a living person either directly or indirectly. This includes names, addresses, contact details, bank details, phone numbers, email addresses, clinical notes, referral letters, and hand-written notes. All of these falls under GDPR.

By signing our therapy contract you agree to my Privacy Policy.

I handle all personal data in a responsible, transparent manner and secure it with industry standard administrative, technical and physical safeguards.

As part of our assessment I will ask you to read this notice and give me your written permission to hold your name, address and telephone number for 5 years.

The reason for holding your information for 5 years is that we may need to access information contained within, for example, if we restart psychotherapy together.

Information may be requested by a referral agency. I will never pass your information to a third party, without your consent, unless I am required to do so by law, as within the terms our confidentiality agreement.

Your details are kept in a locked filing cabinet or on password protected devices.

Please note that in the normal course of events only I have access to my filing cabinet and password protected devices. However, in the event of my death or incapacity which renders me unable to continue with therapy sessions, my Professional Will makes provision for my contact list to be accessed by my Professional Executors, who will then contact you.

Richard Hughes Therapy has a presence on Facebook. If you engage with Richard Hughes Therapy on this platform I will not collect or store your personal data. However, you need to be aware of how this website uses your data and how you can control the way they use your data.

Visitors to my website. When someone visits my website, I use a third party service, Wix.com to collect standard internet log information and details of visitor behaviour patterns, I do this to find out things such as the number of visitors to various parts of the site. This information is only processed in a way that does not identify anyone. I do not make, and do not allow wix.com to make any attempt to find out the identities of those visiting my website.

I use legitimate interests as my lawful basis for holding and using your personal information in this way when you visit my website.

I use wix.com so that I can continually improve my service to you. You can read Wix.com privacy notice at https://www.wix.com/about/privacy

I use wix.com as the content management system for my website, find out about Wix.com and data management at https://www.wix.com/about/privacy-dpa-users

Like most websites I use cookies to help the site work efficiently – find out about use of cookies at https://www.wix.com/about/cookie-policy

No user-specific data is collected by me or any third party. If you fill in a form on my website, that data will be temporarily stored on the web host before being sent to me.

I try to meet the highest standards when collecting and using all data and take any complaints or concerns very seriously. I encourage you to let me know if you think that my collection or use or storage is unfair, misleading or inappropriate and I welcome any suggestions for improving my procedures.

If you wish to make a complaint you can contact the ICO or GDPR as the statutory body which overseas data protection law.

This policy is shown on this website at all times and will be updated regularly to ensure it continues to comply with the latest regulations and best practice.

If you want to speak to me about anything regarding my privacy policy you can do so by calling 07970 245 899 or richard@richardhughestherapy.com

Richard Hughes, amended 10/09/20