

Privacy Notice

Contact details

Name: Tim Heywood Therapy
Address: Welsh Psychotherapy Institute, 54 Charles Street, Cardiff, CF10 2GF
Website: www.timheywoodtherapy.com
E-mail: timheywoodtherapy@gmail.com

The type of personal information I collect

I collect and process the following personal information when we begin working together:

- name, address and contact details
- GP contact name and address:
- Any prescription medications or complementary remedies
- Details of any other mental health support services that you are in contact with.
- Previous experience of counselling/therapy or involvement with mental health services.

I will ask you to send this information to via email. In the event that I receive any hard copy information, this will be scanned and hard copies destroyed, unless there is a legal reason why a hard copy must be kept. In any such case, information would be stored in a locked filing cabinet.

During the course of our work I will keep an electronic record of the date of each session. This information will include only include your initials.

How I get the personal information and why I have it

The personal information I process is provided directly by you via email and is necessary to ensure that I comply with my Standards of Professional Practice and Ethics.

The name of the bank account you use to make payments will also appear on my bank statement, which I receive electronically.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases I rely on for processing this information are:

- (a) Your consent. You can remove your consent at any time. You can do this by contacting me at timheywoodtherapy@gmail.com**
- (b) I have a contractual obligation.**
- (c) I have a legal obligation.**

How I store your personal information

Your personal information is securely stored on iCloud, accessible only via my securely password (face/fingerprint recognition) protected device.

I will keep client information for up to seven years, in accordance with the advice of my professional insurers. I will then dispose your information by electronic deletion.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask for copies of your personal information.

Your right to rectification - You have the right to ask me to rectify personal information you think is inaccurate. You also have the right to ask to complete information you think is incomplete.

Your right to erasure - You have the right to ask me to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask me to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that I transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, I have one month to respond to you.

Please contact me via the contact details at the head of this document if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to the United Kingdom Council for Psychotherapy: 2 America Square London EC3N 2LU.

You can also complain to the ICO if you are unhappy with how I have used your data.

Information Commissioner's Office, Wycliffe House, Water Lane,
Wilmslow, Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>