

DATA PROTECTION & PRIVACY POLICY

This document explains how and why I use and store information about you so that you can be confident that your privacy is protected.

If you have any queries about this policy, please contact me, Dr Susan Krasner at sue@susankrasner.com. If you are not satisfied with my answers to your query, you can contact the Information Commissioner's Office (ICO): <https://ico.org.uk>

1. Why do I need to collect your personal data?

I need to collect your personal information so that I can:

- Know who you are so that I can communicate with you personally, confidentially and directly. Legally I have a legitimate interest in so doing.
- Deliver my service to you.

2. What personal data do I collect?

I may need to collect some or all of the following information about you:

- Name
- Email address and / or contact phone number
- Matters discussed at your consultations. This may include the names of family members and their dates of birth.

3. How do I use the information that I collect?

I use the data I collect from you in the following ways:

- To communicate with you about appointments, I use your name and contact details such as telephone number and / or email address.
- If I need to communicate with other health or education professionals, I will use your / your child's name and date of birth.
- If I need a password to protect documents or communication I may send you, I will use your or your child's date of birth.

4. Where do I keep the information I collect?

- Information is stored on encrypted cloud storage. It is accessed via password protected computers which are stored in premises protected by a security alarm. No paper records are maintained.

5. How long do I keep information?

My policy for the retention of records relating to consultations is informed by the British Psychological Society Practice Guidelines (Third Edition).

The BPS guidelines state:

For independent practitioners general guidance is that many independent psychologists keep records relating to contact with adults for 7 years, and follow NHS guidance in relation to children....Generally speaking, retention is until age 26 for people seen as children

See page 59 in: [BPS Practice Guidelines \(Third Edition\)](#)

6. Do I send your information to others?

Your information is not routinely sent to any other person or organisation. I will only do so in response to an email from you containing your explicit request and consent to do so.

Correspondence may be sent to other health / social service professionals without your consent only in the rare circumstances where Safeguarding concerns prevail.

7. How can I see the information you have about me?

You can make a subject access request by contacting me, Dr Susan Krasner. I may require verification of your identity in order to process this request.

If there is an error in the data and you wish to have your information corrected, you must provide me with correct data and after I have corrected the data in my system, I will send you a copy of the updated information. Whilst I will make every effort to provide access to all information I hold, my professional practice is also informed by the Access to Health Records Act 1990. This stipulates the following exceptions:

- Access may be refused if healthcare professionals believe that information in the records would be likely to cause serious harm to the patient or to another person
- Details about third parties might be removed from the records
- If you are applying for access on behalf of someone else, you will not be given information which the patient gave to his or her doctor on the understanding that it would remain confidential

8. Will I send emails to you?

As part of my service, I may send emails to you. These may contain

- information about appointments
- information discussed at your appointment

All written communications containing sensitive (personal) information will be sent as email attachments and will be password protected.

I will not send you emails or text messages about marketing or additional services that I offer.

For further information or enquiries about this policy, please contact Dr Susan Krasner.

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