

Herts CBT

**Contact details:** We can be contacted by email or phone.

Our email address is: Amy\_Langshaw@outlook.com

Our contact number is 07568 135 008 (confidential answerphone when not available). Please note, we may not be available to speak during office hours, so please leave a message and we will get back to you as soon as we can.

## **GDPR and Data Collection, Storage, Retention and Deletion**

**We comply with the General Data Protection Regulations for both UK and EU citizens.**

**UK GDPR (General Data Protection Regulation) is the regulation for data protection and compliance and covers the basic data privacy of all UK Citizens**

**EU GDPR (General Data Protection Regulation) is the regulation for data protection and compliance and covers the basic data privacy of all EU Citizens.**

**Herts CBT has mechanisms in place to protect your data, as outlined below:**

**Data Collected:** Herts CBT collects both personal and sensitive data, including personal details (including contact/address information, email addresses and phone numbers), date of birth, family details, personal appearance, lifestyle, social circumstances, medication details, physical and mental health details. Occasionally we may also hold data relating to other named people that you may provide us with during your treatment. We will not record their personally identifiable information, unless you explicitly require us to, if this is to protect your vital interests.

**Reasons and purpose for processing information:** Personal and sensitive information is collected to enable practitioners to carry out and deliver assessments, treatment, and therapy sessions. The information is collected at first contact, during assessment and at each treatment or therapy session.

**Sharing Information:** The information collected will only be shared between Herts CBT Practitioners if it is useful to do so for treatment purposes. Your full consent will be obtained if this information needs to be shared with any other professional or organisation outside Herts CBT. Information may be shared with authorities if any criminal investigations/convictions should require access to this data.

**Legal basis for processing:** By attending for treatment/therapy, you are providing consent as processing is necessary for the provision of assessment, treatment, and therapy. Each practitioner is bound by the legal obligations of their governing body (such as NMC, BABCP etc.) to keep up to date records for each client.

**Storage and Security of processing:** Herts CBT has implemented technical and organisational measures to ensure that personal and sensitive data remains secure. All data is stored securely using a third-party organisation, Write Upp, an iCloud-based service, who have ISO27001 certification.

**Rights of the data subject:** As a client of Herts CBT, you have rights in relation to the data we hold. If you wish to assert any of these rights, then you should contact the Data Protection officer, Amy Langshaw, Herts CBT, contact details above. The rights you have in relation to your data are:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure (right to be forgotten)
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling

**Data retention periods and deletion:** Under common law, Herts CBT, will keep records for six years and three years after someone turns eighteen. After this date the data will be securely deleted.

**Process to deal with data breaches:** If a data breach occurs that is likely to result in a risk to the rights and freedoms of individuals then the Information Commissioner's Office will be notified. You will also be notified at the same time with details of what has occurred.