



Privacy Notice

This Privacy Notice explains how I use and protect any information you give me when you inquire about and/or use my psychotherapy services. I am registered with ICO for safe keeping of this information and I abide by GDPR practices.

If I ask you to provide certain information by which you can be identified, then it will only be used in accordance with this privacy statement. Information I may collect include: name, address, email, phone number, date of birth, GP contact details, brief information about you and your family, mental health history, support network, medication prescribed and non-prescribed, eating and sleeping habits and therapeutic goals. I will also record session attendance and a brief general overview of what was covered in a session.

Your data is processed and stored for the reasons below:

- to manage relationship with you
- to fulfill contract
- to deliver service
- to manage payments
- to manage sensitive data as a (UKCP) healthcare professional
- to fulfill legal duties
- to keep records
- to ensure safeguarding
- to comply with professional regulations and standards

Data is processed and stored during our contract, when it is in your best interest, eg to fulfill contract, when I have a legal duty, eg safeguarding concerns, when it is in my legitimate interest, ie running business and paying taxes and when you consent.

After the end of our work, information will be archived and retained in line with my insurance company and governing body policies. Retention is a legal duty, necessary in cases of legal proceedings or complaints for which documentation is required. Records will be disposed of/deleted securely according to legal requirement.

Any information I record about you is confidential in accordance with the UKCP Ethical principles and Code of Professional Conduct. If I have safeguarding concerns about you, children or other people that you are in contact with, I may need to share this information with other agencies. I will seek your consent if these situations arise, but I retain the right to break confidentiality without prior consultation with you, if I consider that the urgency of the situation requires my immediate action to safeguard the physical safety of yourself and others. I am obliged to share information if the court orders me to do so. Your consent will be sought where possible and in writing. I have a legal obligation to report any information relating to terrorism, money laundering and radicalisation.

You can request access to the personal information I hold about you and you can transfer that information to a third party if you wish. You may request amendments to the personal information I hold about you if it is inaccurate or out of date. If you request that I delete your personal information, I will take all reasonable steps to do so unless I need to keep it for legal, auditing or internal business purposes.

Complaints, questions, comments and access requests should be addressed to Vicky Drakopanagiotaki at contact@vickydtherapy.co.uk. You can contact the ICO on 0303 123 1113 or through their website ico.org.uk