

Dr Kate Edgar Ltd - Privacy Policy

Dr Kate Edgar Ltd is a company offering clinical psychological services (specialising in psychological therapy). This privacy policy explains how we use any personal information we collect about you, as a service user ('client' or 'patient').

Dr Kate Edgar Ltd provides expert witness services and psychological therapy and assessment services based at The Winfield Hospital, Gloucester. This privacy policy provides information about the personal information we process about you as a data controller, in compliance with the General Data Protection Regulation (GDPR).

Our ICO registration number is Z3313092.

Please contact us (see 'How to Contact Us' later in this document) with any questions or requests about the personal information we process.

1. What are your rights?

We are committed to protecting your rights to privacy. They include:

- Right to be informed about what we do with your personal data
- Right to have a copy of all the personal information we process about you
- Right to rectification of any inaccurate data we process, and to add to the information we hold about you if it is incomplete
- Right to be forgotten and your personal data destroyed
- Right to restrict the processing of your personal data
- Right to object to the processing we carry out based on our legitimate interest

2. Why do we collect information about you?

We may collect information about you because you are a patient or client of ours. You might be a claimant who is part of a legal or litigation claim, where we are acting as an expert witness.

We process the data because it is in our legitimate interest as a clinical psychologist or expert witness to do so. We need to see and analyse documents containing this information in order to provide our expert advice, to carry out an assessment or to deliver psychological intervention.

Another lawful reason for us processing your data may be Legal Obligation. If we are processing "special category data" about you, this is our second lawful reason to do so. This is likely to apply if you are being assessed as part of a litigation claim.

As a client or patient of Dr Kate Edgar Ltd, our lawful reason for processing "special category data" is that it is necessary for the purposes of the provision of health or social care or treatment.

3. What information do we collect about you?

We collect information about you that may include personal or sensitive information, such as:

- First name or given name

- Family name or surname
- Address
- Telephone numbers
- Date of birth
- Gender (or preferred identity).
- Age.
- Date of Birth.
- Relationships & children
- Occupation.
- Address.
- Telephone/SMS number
- Email address
- Video call username

To make sure that you are assessed and/or treated safely and appropriately, we record your personal information, such as your name, address, as well as all contacts you have with the Company such as appointments and the results of assessments and letters relating to your care/report. Your data is kept confidential within the Company at all times.

We also process personal data pursuant to our legitimate interests in running our business such as:

- Invoices and receipts
- Accounts, VAT and tax returns

Patients/Clients (Therapy or private assessment)

When you are a patient or client of Dr Kate Edgar Ltd we record all your treatment and details of your appointment so that your clinician can plan your treatment correctly. In addition to the personal information above, we may also collect information regarding:

- Relationships
- Medical conditions (if relevant)
- Occupation
- Prescribed medication.
- Psychological history and current difficulties.

- Sexuality
- Offences (including alleged offences)
- Financial information, including bank account details (if you are a private patient/client of APS)

We may collect some of this information from your insurance company if you have one, and some of this information will be collected directly from you.

Clients undertaking Court Reports

In the case of a court report we retain the information as required by the courts or your solicitor.

In addition to the personal information above, we may also collect information regarding:

- Medical conditions (if relevant)
- Prescribed medication.
- Psychological history and current difficulties.
- Sexuality
- Offences (including alleged offences)

We may be given some of this information from your solicitor or the party instructing us for the purposes of litigation, and some of this information will be collected directly from you.

In many cases, an individual has consented to the transfer of their personal data to us. Where an individual has consented, he or she may easily withdraw it by notifying Name at the Name's email address out above.

4. How do we store the information about you?

We take your privacy very seriously.

We are committed to taking the necessary steps to protect any individual identifying information that you provide to us. Once we receive your data, we take specific measures to ensure its security on our systems:

Confidential digital information is stored in a Dropbox Professional Account (see Security Policy).

Confidential information recorded on paper is securely stored in a locked filing cabinet out of sight.

Confidential information sent by the psychologist via the internet will be encrypted and password protected, with this sent separately by text or phone call.

Letters sent by surface mail to GPs and other health professionals will be clearly marked 'Confidential'.

All electronic devices that are used to access stored information (i.e. laptop and phone) will be password or finger print protected.

Your telephone number will be stored in the phone contacts lists under your first name and the initial of your surname. Please do not send sensitive information via text message.

All personal information provided is stored in compliance with EU General Data Protection Regulations (GDPR) rules.

5. How long do we keep your information for?

We do not keep your data for longer than is necessary.

Administrative data is retained for up to eight years as necessary, in the unlikely event there are queries from HMRC. Where it is not necessary to retain the data for eight years, it is destroyed as soon as possible.

Patients/Clients (Therapy or private assessment)

Personal data in legal cases is retained, where necessary, for eight years in compliance with our professional indemnity obligations. Where this is not necessary, it is destroyed on the conclusion of the case.

Clients undertaking Court Reports

Personal data in legal cases is retained, where necessary, for eight years in compliance with our professional indemnity obligations. Where this is not necessary, it is destroyed on the conclusion of the case.

6. Who do we share your personal information with?

Your information is kept confidential at all times and is only shared where this is necessary to deliver our services. Details of who we may share data with are provided in the following sections.

Patients/Clients (Therapy or private assessment)

Having received the various consents provided for by your signing of the 'New Client Declaration Form' we will sometimes share data with third parties as required to deliver treatment.

Your information will only be shared with outside organisations if they are directly involved in your care/case, for instance, your insurer if they are funding your treatment, your GP, or others involved in your care. During our first meeting we will discuss with you who we would discuss your care with, and what details we would share with them.

If your own health or safety is in jeopardy, and ideally with your agreement, we may share your contact information with an emergency healthcare service (e.g. Mental Health Crisis Team).

In many circumstances we will not disclose personal data without consent.

However, when we investigate a complaint we may need to share personal information with other relevant bodies.

If we need to share your information in a manner that is additional to that covered by the 'New Client Declaration', we will endeavour to ask for your permission for this. We may not be able to ask your permission under special circumstances where we are legally required to share data.

Clients undertaking Court Reports

We share personal data strictly on a need to know basis.

We do not share personal data with anyone external to the organisation, other than with:

- Those who have instructed us as an expert witness
- Outsourced service providers such as photocopying companies and digital dictation services, pursuant to GDPR compliant written contracts
- With others pursuant to a court order

Special Circumstances

If we become aware of your intent to cause harm to another person/organisation (e.g. terrorism), the law may require that we inform an authority without seeking your permission. In such a situation, the law may require that we share your personal information without your knowledge.

More Information

By contacting us (see 'How to Contact Us' later in this document) you can also get more details on:

- agreements we have with other organisations for sharing information;
- circumstances where we can pass on personal data without consent for example, to prevent and detect crime and to produce anonymised statistics;
- our instructions on how we collect, use and delete personal data; and
- how we check that the information we hold is accurate and up to date

7. How you can you access your information and correct it, if necessary?

Dr Kate Edgar Ltd tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' or 'Right of Access' under the Data Protection Act and the General Data Protection Regulation. We will then supply to you:

- A description of all data we hold about you
- Inform you how it was obtained (if not supplied by you)
- Inform you why, and for what purposes, we are holding it
- What categories of personal data are concerned
- Inform you who it could be disclosed to
- Inform you of the retention periods of the data
- Inform you around any automated decision making including profiling

- Let you have a copy of the information in an intelligible electronic form unless otherwise requested.

To make a request for any personal information we may hold you need to put the request in writing. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate, please address these changes to the Information Security office, via “How to contact us”.

Clients undertaking Court Reports

If your concern is related to a case with a solicitor that we are working for, please refer the queries through them. We may not be able to comply with a request to correct information we hold about you where it pertains to a litigation claim – this would need to be discussed with your solicitor.

8. Complaints or queries

Dr Kate Edgar Ltd tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures. If you do have a complaint, contact the Data Protection Officer who will investigate the matter on your behalf.

If you are not satisfied with the response from APS or believe we are not processing your personal data in accordance with the law you have the right to raise your complaint with the Information Commissioner’s Office (ICO)

Contact information ICO:

Website: <https://ico.org.uk/concerns/>

Email: casework@ico.org.uk

Telephone: +44 (0) 303 123 1113

9. Who we are and how to contact us

Dr Kate Edgar Ltd is the company that you are supplying your personal information to. The company Chief Information Security Officer (Dr Darren Hudson) is the Data Protection Officer for APS and can be contacted as follows:

Email: kate@edgarpsych.co.uk

Phone: 07976 587183

Post:

Information Security Officer

Dr Kate Edgar Ltd

Winfield Hospital

Tewksbury Road

Longford

Gloucester

GL2 9EE