**GDPR and Privacy Policy**

I, Dr Wendy Isenwater, aim to be as clear as possible about how and why I use the information I gather about you/your child. I understand that by choosing to work with me you have placed a great deal of trust in me. I take your privacy and data protection seriously, and my data protection policy is outlined here so that you can be confident that your privacy is protected

This policy describes the information that I collect when you arrange appointments with me and when we work together, and how I manage this information. This information includes personal information as defined in the General Data Procession Regulation (GDPR) 2016.

If your questions are not fully answered by this policy, please do not hesitate to contact me, Dr Wendy Isenwater, on www.drwendyisenwater.co.uk. If you are not satisfied with the answers from me, you can contact the Information Commissioner’s Office (ICO) <https://ico.org.uk>

I, Dr Wendy Isenwater, use the information I collect in accordance with all the laws concerning the protection of personal data, including the Data Protection Act 1998 and the GDPR 2016. As per these laws, I, Dr Wendy Isenwater, am the data controller. If another party will have access to your data I will tell you who they are, what they are doing with your data and why I need to provide them with that information. An example of this is when I might refer you/your child to another professional, which I would discuss with you first. The only exception to this is if I consider that by informing you there may to be a risk of harm to you, your child or your family.

**1. Why do I need to collect your/your child’s personal data?**

I need to collect information about you and your child so that I can:

* know who you are and so communication with you in a personal way. The legal basis for this is a

legitimate interest.

* provide services to you that are appropriately tailored to your/your child’s age and needs. The

legal basis for this is the contract, by signing my Terms and Conditions.

* verify your identity so that I can be sure I am dealing with the right person. The legal basis for this

is a legitimate interest.

* contact you when necessary. The basis for this is legitimate interest.
* refer you/your child to other services if necessary. The basis for this is legitimate interest.
* with other services who know you/your child, eg your child’s school, if necessary. The basis for

this is legitimate interest.

**2. What personal information do I collect and when do I collect it?**

For me to provide you and your child with the appropriate psychological services, and carry out the above tasks, I need to collect the following information:  
• Your first name and surname  
• Your Date of Birth

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• Your email address  
• Your child’s first name and surname • Your child’s Date of Birth  
• Your child’s address

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• Your child’s school  
• Your child’s GP surgery  
I collect this information directly from you.

This information is needed in order to ensure that I can create a plan for our work together that takes into account your child’s age and your concerns, and so that I can contact the necessary professionals (such as school, GP) if I have concerns about your, or your child’s safety.

In keeping with the British Psychological Society Code of Practice, I prioritise the safety of you and your child, therefore, I also take the parental Date of Birth so that, if necessary, I can provide enough identifying information for me to be able to provide to other services who may be able to support you. I would only ever do this without your consent if I was concerned that informing you would negatively impact on your safety or the safety of your child/other members of your family. Aside from safety, I will only share your personal information with others, and contact others (e.g. school) with your clear agreement.

My website, www.drwendyisenwater.co.uk is provided by Weebly, and uses cookies to gather information

about visitors, which is studied through Google analytics in order to ensure the website functioning well. I do not identify you or any other individuals from this information.

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

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

* To communication with you as necessary about appointments and the work we are doing together.
* Where payment is through an insurance company, or when an invoice is requested, invoices are

created with the claim reference number, and the child/young person’s name, address and DOB.

* To carry out the tasks listed in section 1.

**4. Where do I keep the information?**

I keep this information in the stores described below.

4.1 On my personal computer.  
Access to my computer is password protected. The hard drive is encrypted with File Vault. The system is backed up to an encrypted external hard drive.

4.2 As a paper copy  
I store paper files in a secure filing cabinet.  
I take hand written notes during appointments. These are taken for my benefit in order to aid my memory, plan sessions and ensure I am providing the best possible treatment. The content may be shared in my supervision, where identifying information is not shared. It will not be shared outside of this or used for any other purpose, other than when I am concerned about risk. (Please see section 2 above, and section on confidentiality in my Terms and Conditions.)  
Detailed handwritten session notes are kept for the duration of the treatment, and shredded at the end of treatment, or after approximately 6 months of the last appointment, where the end of treatment was not planned. A summary of appointment date, attendance, and topic/s covered is kept.

**5. How long do I keep the information? Retention schedule:**

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In accordance with Clinical Psychology best practice guidelines, your child’s notes are kept for 7 years after their 18th birthday, therefore, until they reach the age of 25. Client files will be reviewed regularly, and those reaching the age of 25 will be shredded, and deleted. The term “notes” includes paper notes such as the Child Information Form (names, DOBs, address, GP, school etc), received correspondence, session notes summary, and electronic information such as written correspondence, invoices etc.

**6. Who do I send this information to?**

Information sharing is on a need to know basis. Other than in situations where I am concerned about risk and safety, information will be not shared without your consent.

If I am emailing something with personal information, for example a report about your child, this will be sent password protected and the password will be sent to recipients separately via a different method, such as face to face, phone call or text. Alternatively, documents may be posted.

**7. How can you see all the information you have about me/my child?**

You can make a subject access request (SAR) by contacting me, Dr Sonya Khan. I may require additional verification that you are who you say you are to process this request. I may withhold such personal information to the extent permitted by law. In practice this means that I may not provide information if I consider that providing the information will not be in your best interests.

**8. What if the information I hold is incorrect?**

If this is the case, please contact Dr Wendy Isenwater.

**9. How can you have your information removed?**

If you want to have your data removed, I have to determine if I need to keep the data (as per the above explanations). If the information you would like deleted is not necessary for me to fulfil my professional obligations, I will delete this information without undue delay.

**10. Will Dr Wendy Isenwater send emails and text messages to me?**

As part of my routine practice, and ensuring I can communicate with you effectively, I may communicate with you each by email, text and/or phone.

**11. The procedure if there is a data protection breach.**

I will inform you if there has been a breech of your data and I will discuss what steps have been taken to manage this data breach.  
This data breach will be logged in my data breach log. Steps will be taken to understand how the breach took place, and prevent it from happening in the future.

I will inform the ICO if necessary.

If you have any questions, or if you require further information, please contact me on www.drwendyisenwater.co.uk.