Catherine Marshall Therapy client privacy notice

This privacy notice tells you what to expect me to do with your personal information. It includes:

- Contact details
- What information I collect, use, and why
- Lawful bases and data protection rights
- Where I get personal information from
- How long I keep information
- Who I share information with
- How to complain

Contact details

Email

catherine@catherinemarshall.co.uk

What information I collect, use, and why

I will collect some or all of the following information to provide a private therapy service:

- Name, address and contact details
- Gender
- Pronoun preferences
- Date of birth
- Next of Kin details including any support networks
- Emergency contact details
- Health information (including medical conditions, allergies, medical requirements and medical history)
- Information about care needs (including disabilities, home conditions, medication and dietary requirements and general care provisions)
- Brief session notes

I might also collect the following special category information **to provide a private therapy service.** This information is subject to additional protection due to its sensitive nature:

- Racial or ethnic origin
- Political opinions
- Religious or philosophical beliefs
- Health information
- Sex life information
- Sexual orientation information

I collect or use the following personal information **for the prevention, detection, investigation or prosecution of crimes**:

- Name, address and contact details
- Financial transaction information

I collect or use the following information **for safeguarding or public protection reasons**:

- Name, address and contact details
- Emergency contact details
- Health information (including medical conditions, allergies, medical requirements and medical history)
- Information about care needs (including disabilities, home conditions, dietary requirements and general care provisions)
- Records of meetings and decisions

I also collect the following special category information **for safeguarding or public protection reasons.** This information is subject to additional protection due to its sensitive nature:

- Health information
- Sex life information

I collect or use the following personal information **for website functionality**:

- www.catherinemarshall.co.uk collects cookies, some of which are essential. Your cookie preferences can be managed and changed at any time using the 'Your right to privacy' pop-up banner.

I collect or use the following personal information **to comply with legal requirements**:

- Name
- Contact information
- Safeguarding information

I collect or use the following personal information **for website and marketing purposes**:

- Website and app user journey information
- IP addresses

I collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Addresses
- Payment details
- Purchase or service history
- Customer or client accounts and records
- Financial transaction information
- Correspondence

Lawful bases and data protection rights

Under UK data protection law, I must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s Website.

Which lawful basis I rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's Website:

- **Your right of access** - You have the right to ask me for copies of your personal information. You can request other information such as details about where I get personal information from and who I share personal information with. There are some exemptions which means you may not receive all the information you ask for.
- **Your right to rectification** - You have the right to ask me to correct or delete personal information you think is inaccurate or incomplete.
- **Your right to erasure** - You have the right to ask me to delete your personal information.
- **Your right to restriction of processing** - You have the right to ask me to limit how I can use your personal information.
- **Your right to object to processing** - You have the right to object to the processing of your personal data.
- **Your right to data portability** - You have the right to ask that I transfer the personal information you gave me to another organisation, or to you.
- **Your right to withdraw consent** – When I use consent as our lawful basis you have the right to withdraw your consent at any time.

If you make a request, I must respond to you without undue delay and in any event within one month.
To make a data protection rights request, please contact me using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information **to provide a private therapy service** are:

- Consent - I have permission from you after I gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Recognised legitimate interests - our pre-approved purpose for collecting or using personal information to provide a private therapy service:
  I need to protect the physical, mental or emotional Wellbeing of people who need extra support, or to protect them from harm or neglect (the 'safeguarding condition').
- Vital interests – collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. All of your data protection rights may apply, except the right to object and the right to portability.

Our lawful bases for collecting or using personal information **for the prevention, detection, investigation or prosecution of crimes** are:

- Consent - I have permission from you after I gave you all the relevant information. All of your data protection rights may apply, except the right to

object. To be clear, you do have the right to withdraw your consent at any time.
- Legal obligation – I have to collect or use your information so I can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Recognised legitimate interests - our pre-approved purpose for collecting or using personal information for the prevention, detection, investigation or prosecution of crimes:
  I need to safeguard national security, protect public security, or for defence reasons (the 'national security, public security and defence condition'). I need to respond to, or deal with, an emergency event or situation (the 'emergencies condition')., I need to prevent, detect, or investigate a crime, including the apprehension and prosecution of offenders (the 'crime condition')., I need to protect the physical, mental or emotional Wellbeing of people who need extra support, or to protect them from harm or neglect (the 'safeguarding condition').

Our lawful bases for collecting or using personal information **for safeguarding or public protection reasons** are:

- Consent - I have permission from you after I gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Recognised legitimate interests - our pre-approved purpose for collecting or using personal information for safeguarding or public protection reasons:
  I need to share personal information with a public authority or another organisation because they need it for their public tasks or official functions (the 'public task disclosure response condition')., I need to safeguard national security, protect public security, or for defence reasons (the 'national security, public security and defence condition')., I need to respond to, or deal with, an emergency event or situation (the 'emergencies condition')., I need to prevent, detect, or investigate a crime, including the apprehension and prosecution of offenders (the 'crime condition')., I need to protect the physical, mental or emotional Wellbeing of people who need extra support, or to protect them from harm or neglect (the 'safeguarding condition').
- Vital interests – collecting or using the information is needed when someone's physical or mental health or Wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.

Our lawful bases for collecting or using personal information **for patient app or portal functionality** are:

- Consent - I have permission from you after I gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information **to comply with legal requirements** are:

- Consent - I have permission from you after I gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Legal obligation – I have to collect or use your information so I can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Vital interests – collecting or using the information is needed when someone's physical or mental health or Wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.

Our lawful bases for collecting or using personal information **for information updates, marketing or market research purposes** are:

- Consent - I have permission from you after I gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Consent - I have permission from you after I gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Legal obligation – I have to collect or use your information so I can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Where I get personal information from

- Directly from you.

How long I keep information

Information is kept for a period of no more than 7 years after our work together ends, to comply with UK law and adhere to BACP's professional standards.
For more information on how long I store your personal information or the criteria I use to determine this please contact me using the details provided above.

Who I share information with

Others I share personal information with

- Other health providers (e.g. GPs and consultants, where I have your informed consent)
- Organisations I need to share information with for safeguarding reasons
- Emergency services
- Organisations I're legally obliged to share personal information with
- Professional advisors, such as my clinical supervisor – although you will remain anonymous in these discussions.

Duty of confidentiality

I am subject to a duty of confidentiality. However, there are circumstances where I will share relevant health and care information. These are where:

- you've provided me with your consent (I have taken it as implied to provide you with care, or you have given it explicitly for other uses);
- I have a legal requirement (including court orders) to collect, share or use the data;
- on a case-by-case basis, the public interest to collect, share and use the data overrides the public interest served by protecting the duty of confidentiality (for example sharing information with the police to support the detection or prevention of serious crime);
- In England, the requirements of The Health Service (Control of Patient Information) Regulations 2002 are satisfied

How to complain

If you have any concerns about our use of your personal information, you can make a data protection complaint to me:

Email: catherine@catherinemarshall.co.uk

If you remain unhappy with how I've used your data after raising a complaint with me, you can also complain to the ICO.

The ICO's address:

ICO Head Office
4th Floor, No.3 Circle Square
5 Hawkshaw Street
Manchester
M1 7BL
Helpline number: 0303 123 1113
Website: https://www.ico.org.uk/make-a-complaint