

Rachel Allan Consultancy - Privacy Policy

Updated December 2024.

Rachel Allan Consultancy is committed to protecting information through safe and responsible data handling.

Information gathered by Rachel Allan Consultancy is handled in accordance with laws concerning the protection of personal data (UK Data Protection Bill 2018 and General Data Protection Regulation 2018). Dr Rachel M Allan is the Data Controller, and is registered with the Information Commissioners Office. Associates who work on behalf of Rachel Allan Consultancy are registered with the ICO. Associate Psychologists taking on referrals from Rachel Allan Consultancy will be data controllers for the clients they work with directly.

This policy covers the procedures followed by Rachel Allan Consultancy to protect the information of therapy and supervision clients and any other clients contracting with Dr Rachel M Allan for professional psychological services. For the purposes of this policy, the term "client" covers each and all of these client groups.

This Privacy Policy explains how we collect, use, store, and protect your personal data. It also outlines your rights and how you can exercise them.

1. Information Collected

We collect personal data necessary to provide psychological services and comply with legal, ethical, and professional requirements. This may include:

- **Personal Identification Information:** Name, address, phone number, email address, date of birth, gender.
- **Health and Clinical Information:** Referrals, medical history, assessment results, treatment notes, and any other relevant information.
- **Financial Information:** Invoices and payment details.

2. How We Use Your Information

We use your personal data for the following purposes:

- **To provide psychological services:** This includes assessments, therapy, consultations, and ongoing care.
- **To manage appointments and billing:** We use your contact and financial details for scheduling and invoicing.
- **Legal and regulatory compliance:** We must retain certain information to meet the requirements set by governing bodies, such as the BPS and the Health and Care Professions Council (HCPC).
- **For communication purposes:** We may use your contact information to keep you informed about your treatment or to communicate with you about appointments.

3. Legal Basis for Processing Your Data

Under the UK GDPR, we process your personal data based on the following legal grounds:

- **Contractual necessity:** Processing is necessary to fulfil our contract with you (e.g., providing psychological services).

- **Legal obligation:** We may need to process personal data to comply with legal obligations, such as reporting or maintaining health records.
- **Consent:** For certain activities, we may ask for your explicit consent, for example, if you choose to receive communications outside of your treatment.
- **Legitimate interests:** We may process data based on our legitimate interests in managing the practice and providing professional care.

4. How We Protect Your Information

We take the confidentiality and security of your data seriously. We have implemented appropriate technical and organisational measures to protect your personal data from unauthorised access, disclosure, alteration, or destruction. These measures include:

- Secure storage of records.
- Use of encrypted communication channels for sensitive information.

5. Data Retention

We will retain your personal data for no longer than is necessary for the purposes outlined in this policy or to meet our legal obligations. Clinical records are kept for at least 7 years after the end of treatment, in accordance with professional and legal requirements.

6. Sharing Your Information

We will not share your personal data with third parties unless:

- **You have consented to it** (e.g., sharing information with another healthcare provider).
- **We are required by law** (e.g., a court order or legal obligation).
- **It is necessary for the provision of services** (e.g., referring you to a specialist or a third-party provider, with your consent).

We do not sell or rent your personal data to third parties.

7. Your Rights

Under the UK GDPR, you have the following rights regarding your personal data:

- **Access:** You have the right to request a copy of the personal data we hold about you.
- **Correction:** If your data is incorrect or incomplete, you can ask us to correct it.
- **Erasure:** In certain circumstances, you can request that we delete your personal data (subject to legal and professional obligations).
- **Restriction:** You can request that we restrict the processing of your data under certain conditions.
- **Portability:** You have the right to receive your data in a commonly used, machine-readable format and to transfer it to another controller.
- **Objection:** You can object to certain types of processing, such as direct marketing or processing based on legitimate interests.

To exercise any of these rights, please contact us using the details below.

8. Confidentiality and Professional Ethics

As a Psychology practice, we are bound by ethical standards and confidentiality requirements set by the Health and Care Professions Council and other regulatory bodies. We will not disclose any information about you, including your personal data, without your explicit consent, unless:

- It is necessary to protect your vital interests.
- We are required to do so by law or court order.
- It is in the public interest (e.g., to prevent harm).

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. Any changes will be communicated to you via email or other appropriate means, and the updated policy will be made available on our website.

11. Complaints

If you have any questions about this Privacy Policy or your personal data, or if you have any concerns or complaints regarding how your personal data is handled, we encourage you to contact us directly. We take all complaints seriously and will investigate your concerns promptly. If you are not satisfied with our response, you have the right to escalate your complaint to the Information Commissioner's Office (ICO), the UK's independent authority for data protection. Please contact us as follows to raise a complaint, and we will ensure it is dealt with in a fair and transparent manner:

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