

# Not the Easy Way Privacy Policy

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Not The Easy Way (NTEW) Data & Privacy Policy December 2022

NTEW aims to be as clear as possible about how and why we use information about you so that you can be confident that your privacy is protected. This policy describes the information that NTEW collects when you use our services. This information includes personal information as defined in the General Data Protection Regulation (GDPR) 2016. The policy describes how we manage your information when you use our services, if you contact us or when we contact you.

It also provides extra details to accompany specific statements about privacy that you may see when you use our website (such as cookies) or with other online presence (such as Twitter). In respect of cookies the policy includes information about the type of cookies that we use and how you may disable those cookies. NTEW uses the information we collect in accordance with all laws concerning the protection of personal data, including the Data Protection Act 1998 and the GDPR 2016.

If your questions are not fully answered by this policy, please contact [admin@nottheeasyway.co.uk](mailto:admin@nottheeasyway.co.uk)

You may also contact the Information Commissioner's Office (ICO) <https://ico.org.uk>.

## Why do we need to collect your personal data?

**Potential and Actual Clients, Commissioners and Referrers.**

We need to collect information about you so that we can:

- Know who you are so that we can communicate with you in a personal way. The legal basis for this is our contract with you in the case of clients and their parents/guardians and legitimate interest in the case of referrers, commissioners and other relevant parties. In the case of enquiries regarding potential clients the legal basis is legitimate interest.
- Deliver goods and services to you or the person you refer to us. The legal basis for this is the contract with you or the person/family you refer to us.
- Provide you with the care you have asked us to provide. The legal basis for this is the contract with you. As this is a special category of data for the provision of health and social care it is processed under Article 9.2 (h)\*
- Process your payment via invoices for the work. The legal basis for this is the contract with you.
- Monitor our service delivery and optimise your care. To do this, we may use audio and/or video recordings or take digital photographs. The legal basis for this is your consent.
- To support us in delivering training internal and external to NTEW e.g. audio/video recordings.

- Verify your identity so that we can be sure we are dealing with right person. The legal basis for this is a legitimate interest.
- Optimise your experience on our website. The legal basis for this is a legitimate interest.
- Send you information about changes in our service. The legal basis for this is your consent.
- Offer you free information and advice. The legal basis for this is your consent.
- Provide you with a useful and relevant website. The legal basis for this is legitimate interest.

#### **Potential and Actual Research Participants.**

**We need to collect information about you so that we can:**

- Know who you are so that we can communicate with you in a personal way. The legal basis for this is consent.
- Use your information to contribute to the development of the understanding of child psychology. The legal basis for this is consent. This may involve the collection of special category data for the provision of health and social care it is processed under special category (h)\*.

## **What personal information do we collect and when do we collect it?**

#### **Commissioners and Referrers.**

For us to provide you with services, we need to collect the following information:

- Basic personal information and contact information including; your name, your organisations name, a postal address, telephone number(s) and electronic contact such as email address. We may also communicate via Twitter if you choose to do so, in which case we will need to know your Twitter username.

#### **Individual Clients and Referrals.**

Consent will be sought from an individual, or a child's parents, in order to accept a referral and collect any personal information. Consent will be gained in writing and stored with all personal details. The reason for a referral and full information of the work to be undertaken will be shared before consent is requested to ensure informed consent.

Information gathered will be:

- Basic personal information and contact information including; name, date of birth, postal address, telephone number and electronic contact such as email address.

- Details of the health and life experiences. This may be collected through consultation with individuals, parents, school, or other professionals involved. We would gain consent to approach any other involved professionals.
- Consultation may include audio and/or video recordings and/or digital photographs. We will ask your consent about audio and video and various ways you would like us to use it.

## **How do we use the information that we collect?**

**Potential and Actual Clients, Commissioners, Referrers and Research Participants.**

**We use the data we collect from you in the following ways:**

- To communicate with you so that we can inform you about appointments with us. We use your name, your contact details such as your telephone number, email address or postal address.
- To conduct training, supervision, assessments, consultation, and research.
- To produce reports about our work together.
- To monitor the quality of our work via supervision.
- To create your invoice.
- To optimise our website so that users can find the information they need.

**Where do we keep the information?**

**We store your information as described below:**

- On our company computers and external hard drive. We use personal computers and an external hard drive that are located on our business premises. We also use laptops which are stored securely when they are transported. The computers are password protected and the hard drives are encrypted. Passwords are changed every 90 days and it is company policy that passwords are not shared.
- Enquiry forms. These are Word documents for each enquiry we receive. They contain contact and clinical details. Quotations/signed terms and conditions A PDF document sent to referrers/commissioners to legally contract the work. These are prepared on our personal computers and/or external hard drive and transferred to the relevant client file if/when the work is commissioned.
- Safeguarding log. We keep a log of all safeguarding concerns to ensure that safeguarding communication is optimal and to keep track of safeguarding referrals.

- Emails including web contact forms are viewed via our personal computers. But moved to the client file as appropriate.

### **Reports.**

We create assessment, interim and closure reports that contain all the information that we gather and our findings and conclusions. This is written on our personal computers then transferred to client files as soon as we have shared it with clients and families.

### **Video/audio recordings**

Together we may decide to record sessions (e.g. for Video Interaction Guidance work with families or professionals). These are transferred from the camera SD card to our personal computers asap (within a maximum of 2 weeks) after the clinical session. Digital photos Together we may decide to take photos these are transferred from the camera SD card to our personal computers asap (within a maximum of 2 weeks) after the clinical session.

### **Mobile devices.**

All staff have mobile phones which may be used in relation to some of your data. This may include the following: Voicemails Text messages Whatsapp, iPhone contact entry, Digital photos or video.

Mobile data storage SD cards and USB storage may be used. They will be transported in line with our data protection policy and encrypted to optimise data security.

### **Paper copies**

We may take hand written notes when we meet you. These notes are used to create the reports that we provide to you and to plan future work. Paper notes will be photocopied and destroyed as soon as the notes are uploaded to client files.

### **Supervision records**

Each clinician has a paper file containing the notes from their clinical supervision sessions. This is kept in a locked filing cabinet by the supervisor. Supervisees may also choose to keep a copy, these will also be kept in a locked filing cabinet. Any client specific information is pseudonymised.

### **How long do we keep the information?**

The following data retention schedule has been devised in line with the following documents:

- The British Psychological Society (BPS) Guidelines on the use of Electronic Health Records. 2011.
- The British Psychological Society (BPS) Practice Guidelines (Third Edition). 2017.
- The Information Governance Alliance. Records Management Code of Practice for Health and Social Care. 2016.

Information Retention period: (from date of last contact or end of contract unless otherwise stated)

- Individual client reports: 7 years or until child is 25 years.
- Invoices: 7 years.
- Quotations: 2 years pre commissioning 6 years post commissioning.
- Video/ Audio Recording: 12 months.
- Safeguarding log: 5 years.
- Supervision log: 6 years.

### **Who do we send the information to?**

- We send your report to you and anyone we are required by law to inform. All reports that are sent electronically are sent as attachments that are encrypted and password protected.
- We send the details about your access to our website to our web analytics provider.
- We will get your consent to send any of your information to anyone else e.g. your organisation, schools, commissioners.

### **How can I see all the information you have about me?**

You can make a subject access request (SAR) by contacting Dr Claire McGuiggan. We may require additional verification that you are who you say you are to process this request. We may withhold such personal information to the extent permitted by law. In practice, this means that we may not provide information if we consider that providing the information will violate your vital interests.

### **What if my information is incorrect or I wish to be removed from your system?**

Please contact Dr. Claire McGuiggan at [admin@nottheeasyway.co.uk](mailto:admin@nottheeasyway.co.uk). We may require additional verification that you are who you say you are to process this request. If you wish to have your information corrected, you must provide us with the correct data and after we have corrected the data in our systems, we will send you a copy of the updated information in the same format at the subject access request in section.

### **How can I have my information removed?**

If you want to have your data removed, we have to determine if we need to keep the data, for example in case it is in your child's vital interests for it to be kept or if HMRC wish to inspect our records. If we decide that we should delete the data, we will do so without undue delay.

### **WhatsApp**

Between us we may decide that it is useful to contact each other via text message. To protect your information, we prefer to use an end-to- end encrypted messaging service (WhatsApp). If

you are not able to use such a service, we may use SMS (text messages); however, this does increase the risk of someone intercepting the message.

We will send emails and text messages to you about marketing and additional services that we provide only if we have your consent to do so.

### **How do I opt out of receiving emails and/or text messages from us?**

If you are receiving text messages from us, you may unsubscribe at any time by following the instructions included within the text message. Similarly, if you are receiving emails from us, you may unsubscribe at any time by following the instructions included within the email. When you unsubscribe (i.e. opt out) from either text message and/or email communications, we will suppress your details on our systems to ensure we have a record of your decision to not be contacted in that particular manner. We will not use the email address or mobile phone number for such messages again unless you opt back in. When unsubscribing from either email or text communications, you should always follow the specific instructions given in the particular email or text that you wish to discontinue receiving.

### **Cookies**

What is a cookie?

A cookie is a small amount of data stored on a computer that contains information about the internet pages that have been viewed from that computer. They are commonplace on the internet and are used by websites to improve the user's online experience by storing information about how the user navigated around and interacted with it. This information is then read by the website on the next occasion that the user visits. Cookies are sent automatically by websites as they are viewed, but in order to protect a user's privacy, a computer will only permit a website to access the cookies it has sent, and not the cookies sent by other sites. Furthermore, users can adjust the settings on their computer to restrict the number of cookies that it accepts, or notify them each time a cookie is sent. This should improve privacy and security but will generally mean that certain personalised services cannot be provided, and it may therefore prevent the user from taking full advantage of a website's features. For further information on cookies, please visit [www.aboutcookies.org](http://www.aboutcookies.org).

2. What sort of cookies do we use on our website? We use two types of cookies: session cookies and stored cookies. Session cookies expire at the end of the user's browser session and can also expire after the session has been inactive for a specified length of time, usually 20 minutes. Session cookies are stored in the computer's memory and are automatically deleted from the user's computer when the browser is closed. Stored cookies are stored on the user's computer and are not deleted when the browser is closed. Stored cookies can retain user preferences for a particular website, allowing those preferences to be used in future browsing sessions.

### **Can I browse your website without receiving any cookies?**

Yes. If you have set your computer to reject cookies, you can still browse our website. However, certain functions may not be available to you unless you enable cookies.

### **How can I find and control cookies?**

You can usually adjust for yourself the number of cookies that your computer (or other device, such as a mobile phone) receives. How this is done, however, varies according to which device and what browser software you are using. As a general rule, the more commonly used web browser software packages tend to have a drop-down menu entitled 'Tools'. One of the options on this menu is usually 'Options' - and if this is selected, 'Privacy' is usually one of the settings that may be adjusted by the user. In the case of any device other than a PC (e.g. mobile phone), you should always refer to the manufacturer's instructions. Alternatively, you may wish to opt-out from only the cookies used by third-party companies (acting on our behalf) to measure the traffic to our site. This has the advantage of leaving other cookies in place, thereby minimising the loss of functionality associated with blocking all cookies. You may find the following websites useful for information on how to change cookie settings in a range of commonly used browsers: [www.aboutcookies.org](http://www.aboutcookies.org) Please note we only use cookies for the purpose of enhancing your online experience and no personal data is collected from you through this process.