

# GENERAL DATA PROTECTION REGULATION (GDPR) PRIVACY NOTICE

## 1. Information About Us

Here at UK Psychology Ltd we understand that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all of our clients and will only use personal data in ways that are described here and in a way that is consistent with our obligations and your rights under the law.

## 2. What Does This Notice Cover?

This Privacy Information explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights relating to your personal data.

## 3. What is Personal Data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the “GDPR”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as insurance policy numbers, and other online identifiers.

## 4. What Are My Rights?

Under the GDPR, you have the following rights, which we will work to uphold:

- a) The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions.
- b) The right to access the personal data we hold about you.
- c) The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete.
- d) We keep the data for 8 years from your last interaction with us. After that period, you have the right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have.
- e) The right to restrict the processing of your personal data.
- f) The right to object to us using your personal data for a particular purpose or purposes.

## 5. Do You Share My Personal Data?

We will not share any of your personal data with any third parties for any purposes except under the following limited circumstances.

- a) We may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.
- b) We may contract with third parties to supply services on our behalf. These may include payment processing. In some cases, those third parties may require access to some of your personal data that we hold.
- c) If any of your personal data is required by a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely and in accordance with your rights, our obligations, and the third party's obligations under the law.

## **6. What Personal Data Do You Collect?**

We may collect some or all of the following personal data:

Name; Date of birth; Gender; Address; Email address; Telephone number; Business name; Job title; Profession; Payment information; Insurance details and GP details.

## **7. How Do You Use My Personal Data?**

Under the GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it. Your personal data will be treated as strictly confidential. It will only be shared with third parties where it is necessary for the performance of our tasks or where you first give us your prior consent. It is likely that we will need to share your data with some or all of the following (but only where necessary):

- Providing and managing your account.
- Debt collecting agencies – managing bad debtors
- Insurance companies – managing payments
- Clinic - for booking purposes

## **8. How Can I Access My Personal Data?**

- a) If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it. This is known as a “subject access request”.
- b) All subject access requests should be made in writing and sent to the email or postal address:

UK Psychology Ltd, 19 Coleridge Walk, Hampstead Garden City, London, NW11 6AT  
Email: [office@ukpsychology.com](mailto:office@ukpsychology.com)

c) There is a nominal administrative charge for a subject access request. If your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) further fees may be charged to cover our administrative costs in responding.

d) We aim to provide a complete response, including a copy of your personal data within 28 working days of receiving your request. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of progress.

## **9. How Do I Contact You?**

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details:

**Email address:** [office@ukpsychology.com](mailto:office@ukpsychology.com)

**Telephone number:** 020 8458 1274

**Postal Address:** UK Psychology Ltd, 19 Coleridge Walk, Hampstead Garden City, London, NW11 6AT

## **10. Changes to this Privacy Notice**

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection. Information relating to any changes will be made available via email.