

David Blore Associates Ltd – GDPR Privacy Policy (Clinical)

This policy details David Blore Associates Ltd (DBA) compliance with the terms of the General Data Protection Regulation (GDPR) regarding the responsible and secure use of your data. GDPR became law on 25.5.18. DBA already adheres to the Nursing & Midwifery Council (NMC) code of conduct in relation to the handling, management and storage of your data, and DBA is registered with the Information Commissioners Office (ICO). In addition, we have our own GDPR privacy policy, its purpose being to let clients; referrers and onward contacts, and supervisees, know what personal information DBA collects and holds, why this data is collected, how long it is kept and what your rights are with regards to this personal data.

1. When you are referred for psychological assessment and/or treatment with DBA, we will receive a referral form or letter direct from your employer, which contains information concerning your name and address, your date of birth, and telephone number(s). Also, that you have given DBA consent to contact you direct by phone to arrange face-to-face or telephone clinical contact convenient to both you and DBA. We will provide you with our website, particularly relating to how to locate DBA (see 'Find Us' on the main menu). NB Supervisees refer themselves: see item 3 below.
2. Prior to the first face-to-face meeting (clinical referrals only) a casefile will have been made containing the referral form or letter, stating when we were given your personal data, by whom, your personal data (which we will check with you is both accurate and current). If the first clinical meeting is by telephone DBA will ask for temporary consent until a face-to-face meeting takes place.
3. What information does DBA collect in addition to item 1 above? DBA will collect data about your healthcare (background history leading to the reason for referral), GP, current employment, immediate manager and human resources (HR) contacts and your email address. In the case of supervisees: name, contact numbers, level and experience with using EMDR.
4. You will be asked to sign a *specific* communication consent detailing those you authorise us to communicate with. We also collect any data you give us regarding personal and family background, alongside potentially sensitive data relating to medical and mental health conditions. We will use your information:
 - i. To provide clients with psychological services requested from DBA.
 - ii. To notify you about changes to your appointments and the services DBA provides.
 - iii. To fulfil any administrative, legal, ethical and contractual obligations.
5. We will not share any information about you with other organisations or people, *except* in the following situations:
 - i. Consent – We may share information with relevant medical professionals or others whom you have requested and authorised DBA to contact.
 - ii. Serious harm – We may share your information with the relevant authorities if we have reason to believe that this may prevent serious harm being caused to you or another person.
 - iii. Compliance with law – We may share information when the law requires us to - i.e. safeguarding, terrorism, drug trafficking and serious crime.
 - iv. Supervision– It is an ethical requirement for any clinician offering psychological services to have regular supervision. Any supervisor used is an accredited member of the relevant accrediting body and works within their ethical framework.
 - v. Clinical Will– We have a clinical will which means in the event of sudden death or a serious accident or illness, a named colleague will be able to access the contact details so we can notify clients.
6. How does DBA keep your information safe?
 - i. All information you provide DBA is stored as securely as possible. We will take all reasonable precautions to prevent the loss, misuse or alteration of information given.
 - ii. All paper forms and correspondence are kept 'double locked' (in a locked filing cabinet in a locked room). iii. All electronic files are kept on password-protected devices with continually updated virus protection software.
 - iv. Access to your information is restricted to nominated DBA staff, and in the case of the 'Clinical Will' (5v above) to the nominated person.
 - v. All reports are sent to the destination you have consented to as encrypted documents (require a password to open). Passwords are forwarded by a prior email to which a read receipt or return email is required.
 - vi. All passwords are unique to an individual, preventing the opening of a report should it be sent to an incorrect address. A master copy of passwords is kept separately locked (and 6iv applies for access).
 - vii. DBA does not use any form of 'live chat', or Internet video communication such as audio-webcam/ Skype/ Zoom/VSee.
 - viii. Whilst DBA endeavour to keep systems and communications protected against viruses and other harmful effects, we cannot bear responsibility for all communications being virus free. See also 6iii.
 - ix. Client notes and other documentation are destroyed six years after discharge.
 - x. Any known data breaches will be reported to the ICO within 72 hours.
 - xi. Any requests for personal data will need hand written signed authority (i.e. not a request via email and digital signature). Data will be supplied within one month and sent via special postal delivery.

- xii. No personal/ identifiable data is stored on our website www.davidblore.co.uk – also the ‘contact us form’ has been removed from our website. Contacting DBA is encouraged via dedicated business email: help@davidblore.co.uk or via our direct dial number 07976 933096 both methods can only be accessed by us with the use of password/ PIN number.

7. You have the right under GDPR to:

Access your personal data - Rectify, erase or restrict your data, object to the processing of your data - request transfer of data (data portability), withdraw your consent for DBA to hold and process your data at any time. However, if you do this while actively receiving psychological assessment/treatment, then assessment/treatment would have to end. You can withdraw your consent by stating this in an email to help@davidblore.co.uk All casefiles require a signature in relation to a full list of these rights.