**Changing Minds LLP Privacy Policy**

This policy details the basis on which any personal personal data that we collect from you, or that you provide to us, will be processed.

**Who we are**

We are clinical psychologists and psychotherapists assessing and treating a range of mental health difficulties and symptoms. Treatments are carried out in accordance with the British Psychological Society Code of Ethics and Conduct (<https://www.bps.org.uk/sites/bps.org.uk/files/Policy%20-%20Files/Code%20of%20Ethics%20and%20Conduct%20(2009).pdf)> and the Health and Care Professions Council Standards of Conduct, Performance and Ethics (<http://www.hpc-uk.org/aboutregistration/standards/standardsofconductperformanceandethics/>).

**Collection of information.**

For the purposes of providing assessments and therapy, we may require detailed information from you. We will only collect what is relevant and necessary for your treatment. This may include information that you provide by completing online or paper forms, or verbally during appointments, records of correspondence by email or letter, questionnaires filled out during assessment and/or ongoing therapy, and details of visits to our website including but not limited to traffic and location data.

**Legal basis for data processing**

The provision of health care. Through agreeing to this privacy notice you are consenting to Changing Minds LLP processing your personal data for the purposes outlined. You can withdraw your consent at any time by using the email address or phone numbers provided on our website ([www.changing-minds.co.uk](http://www.changing-minds.co.uk)).

Our site may contain links to and from other websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

**Where we store your personal data**

Personal data that we hold about you via forms, questionnaires or therapeutic notes, will be stored securely in locked cabinets (for hard data) or on our cloud-based notes secure record system. Copies of paper records are held electronically in password protected files. By providing your personal data, you agree to this storing of information. Records will be kept for 10 years before being destroyed.

**Uses made of the information**

1. To carry out any obligations or tasks arising from any contracts entered into between you and us, for example providing reports or other information concerning your treatment to referring agents or insurance companies. Please note that your data will not be shared with any third parties without your explicit consent.

2. To contact you between appointments if and when required via text, phone or email.

**Your rights as a data subject**

* Right of access – to request copies of information we hold about you.
* Right of rectification – to correct data we hold that is inaccurate or incomplete.
* Right of erasure – in certain circumstances you can ask for the data we hold about you to be removed from our records.
* Right to restriction of processing, where certain conditions apply.
* Right of portability – to have the data we hold about you transferred to another organisation.
* Right to object – to certain types of processing such as direct marketing, or to automated processing or profiling.

In the event that Changing Minds LLP refuses your request, we will provide you with a reason, which you have the right to legally challenge. At your request, we can confirm that information we hold about you and how it is processed.

**Complaints**

You have the right to complain to us about how your personal data is processed. If we do not provide you with a response within 30 days, you can complain to the ICO (<https://ico.org.uk/concerns>).