

## General Data Protection Regulations (GDPR)

### Data Protection & Privacy Policy

This document shows the information (data) that is collected, processed and stored in fulfilling my work as a child clinical psychologist. Please feel free to ask me about any of it.

#### Initial Enquiries

##### Website enquiry

The [www.FamilyMattersInWarwickshire.co.uk](http://www.FamilyMattersInWarwickshire.co.uk) website has a contact form which sends an e-mail to [helen@familymattersinwarwickshire.co.uk](mailto:helen@familymattersinwarwickshire.co.uk). Any enquiry is responded to from this address. The company that designed and hosts the website collects and stores **no** information through this page.

##### E-mail enquiry – including through the website

E-mail enquiries are responded to as soon as practicable (usually within 24hours). They are deleted when the outcome is clear. If it is possible or definite that an appointment will be made, they are printed out and then deleted. If an appointment is made, the print out is kept in the child's named file. If an appointment is pending, it is kept in a combined pending file and then shredded after 6 months.

##### Telephone enquiry

Typically, notes are taken during a telephone enquiry. These notes are then placed in the child's file if an appointment is arranged, or else in the combined pending file which is kept for 6 months and then shredded.

#### Information Collected

Most information collected about a child is provided by their family. Information may also be provided by a referrer. Sometimes specific consent from someone with parental responsibility is obtained to speak to staff at the child's school or nursery, or another professional. As this information is relating to the mental **health** and wellbeing of the child it is '**special category**' data. At the outset of my involvement with a family, a **consent form** is signed by someone with parental responsibility (and the child if they are over 13 years) acknowledging the collection, processing and storage of this data for the purpose of meeting the aims of my involvement.

#### Physical Storage

Currently, each child/family has a paper file where all of the information collected about them is stored. When not in use, these files are kept in a locked filing cabinet, in a locked office in a locked, shared, office building. There are rare occasions when the file leaves the office – for example to go to a school meeting or to do a home visit. All reasonable action is taken to ensure the safekeeping of the file in these situations.

## **Length of Time Information is Stored For**

Where a family has been seen in the service, the file relating to the child is stored until they are 25 years old (or 7 years after the last contact if they are over 18 years). At this point it will be shredded.

## **Electronic Storage**

A database is kept of past and present clients. Some identifying information is included in this: – initials, first name, age, area of residence, reason for referral. This information is kept principally to monitor referral patterns but also performs some admin tasks. The document is stored on a desktop computer that is password protected.

Summary letters may be written to referrers or directly to families. Some health insurance companies require summary and progress letters. This will always be done with explicit consent from someone with parental responsibility. These letters are stored on the password protected desktop. These letters are typically sent by traditional mail. Where it is requested they are sent by e-mail, they will be password protected.

## **E-mails**

I do not currently routinely use e-mail encryption services. E-mails that contain personal data, often relating to arranging appointments, are sent as normal. E-mails that contain attached summary letters (and therefore special category data) will have the attachments password protected. It is possible to request that all e-mails are password protected.

Where possible, the password will be sent by a different method: – text message, phone call, a different e-mail address. This may not always be possible and it will then be sent in a separate e-mail.

E-mails are checked and responded to on a desktop computer in the office, a laptop at home and a mobile device – all of which are password or finger-print secured.

## **Invoicing Insurance Companies**

Most health insurance companies have specific websites for invoicing. It is assumed that these are secure. Where invoices are e-mailed, they will be password protected.

## **Child Protection / Safeguarding Concerns**

Where there are child protection or safeguarding concerns, I have a duty to report these to the local Multi-Agency Safeguarding Hub (MASH). Where possible and appropriate, this will be done with the knowledge and explicit consent of someone with parental responsibility for the child. There are occasions when this is not possible or appropriate.