

GDPR and Confidentiality for Contractees

This Privacy Policy explains how GB Prohealth UK Ltd (the company) use and process information that you give to us when you make an enquiry via telephone, text, email or webform and how this changes if you then chose to become a customer of our service. We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this policy statement.

We may change this policy from time to time and we suggest that you regularly check this page to ensure that you continue to be comfortable with the measures we are taking to protect your privacy.

This policy is effective immediately. Last updated 01/01/2021. Review date 28/12/2021.

By using our website www.prohealthuk.org you are accepting and consenting to the processes described in this policy.

Enquiring About Our Services

Informal enquiries about our service availability and costs may be made by calling, texting, emailing or completing the form on our website. These details will enter the administrative system of emails and the phone call log which will be visible to all Prohealth clinical and admin staff. Please therefore do not share identifiable and private data via these enquiry routes.

Please give a contact name and email address or phone number and a brief general message stating which of our services you require further information about. A member of our admin or clinical team will then contact you to gain further information about how we may be able to provide appropriate services to you. If our service is oversubscribed or there is a boundary/conflict of interest, we will provide you with the details of another reputable, registered professional service in the locality that will meet your needs.

Contracted Services for Customers of GB Prohealth Limited

Once you become a contracted client of Prohealth, we are legally bound to keep all of your personal data and clinical/therapy notes confidential in accordance with GDPR regulations and the guidance of the Information Commissioners Office. Becoming a client occurs when you sign a contract employing our services at the start of your first session. This written contract details the data protection and the confidentiality with limits, offered by your therapist and our service. You will have a chance to discuss, clarify and amend the contents of this contract before signing it. You will then be given one of two signed copies and the other will be retained by the service.

General Data Protection Regulation (GDPR) Policy

The personal information we might collect from telephone consultations and during face to face meetings:

1. Your name
2. Your email address
3. Your phone number
4. The nature of your enquiry
5. Your gender and sexual orientation

6. Your religion / Ethnicity / Country of birth
7. Your date of birth
8. Information about your family and relationships (past and present)
9. Information concerning your occupation, education and life experiences.
10. Your home address
11. Information concerning your previous mental health history, including treatments and diagnosis.
12. Your GP's name and contact details
13. Any medical conditions that you tell us about and any medications you are on or have been on previously.
14. Session Summaries.

How your information will be stored

Paper: Written session notes will be securely filed in a locked filing cabinet. We will also keep a paper copy of your signed contract, (including GDPR consent), referral form, therapeutic reports, correspondence, assessment records, and client code.

Laptops / Personal Computers: Your referral form and any psychiatric reports that you provide to us electronically and psychotherapeutic reports that you or another service provider has requested and any correspondence that you have given us written permission to write will be kept on a secured personal laptop or personal computer. The device will require passwords to access both the therapist's main account and to access your individual information. The electronic device will be checked regularly for viruses and the therapist will take every reasonable precaution to protect your personal information.

Mobile Phone: We will store your contact telephone number for the duration of your treatment along with any text messages or WhatsApp messages which we may exchange.

Email: Your email address and email correspondence will be stored securely in our email accounts (currently hosted by wix).

Website: None of your personal information is stored on the Prohealth website, other than to momentarily collect & send it to our email accounts for the purposes of initial contact.

How we might process or share your personal information

Your contact details and personal information will never be shared with outside parties apart from when necessary:

In order to find the best therapist for you. When you contact us we will provide your details to the most appropriate therapist for you within our team, who will contact you directly to arrange your appointment. If they are unable to help you, they might also forward your details with your permission to an alternative therapist.

When a therapist undertakes supervision. All our therapists are required to undertake regular supervision with a suitably qualified supervisor as part of their professional codes of conduct as members of the National Counselling Society or British Association for Counselling and Psychotherapy. Although information about the work that is being done in therapy will be discussed,

your full name and contact details won't be shared. All of our supervisors are also bound by confidentiality and GDPR policies.

Where a therapist dies, is in hospital, or is unable to attend for an extended period of time, our administrator will contact you to inform you of the situation and advise you of your options.

Where there are potential conflicts of interest between staff and clients in terms of disclosures and dual boundaries we reserve the right to discontinue services and it may not be possible to guarantee confidentiality.

If we believe significant risk (physical and/or psychological) exists in relation to you or another person, we might contact a relevant authority with or without your permission. This could include your GP, mental health services, law enforcement, or emergency services and other relevant or involved persons. We are required by law to pass on information relating to acts of terrorism and the ongoing abuse of a minor or vulnerable adult. We will, when appropriate, attempt to gain your permission before breaking confidentiality in any of these instances however we retain the right to do so without your consent.

How long we will keep the information we hold about you

All the information we hold about you, as described above, will be held for a maximum of 6 years after your final session (or from the last point of contact if you choose not to go ahead with treatment). Your telephone number will be erased from our mobile phones within four weeks of your final session. After six years, your information will be erased and/or shredded.

Your rights

You have the following rights:

To be informed about what information we hold (this policy tells you).

To see what information we hold about you. There may be a charge for this.

To amend any inaccurate or incomplete personal information.

To withdraw consent from us using your personal information.

To request that some or all of your personal information be erased. Please note that we can decline this request if we need to hold the information to practice lawfully and competently.