



## PRIVACY STATEMENT

The EU data protection law, General Data Protection Regulation (GDPR) came into force on 25<sup>th</sup> May 2018, replacing the Data Protection Act 1998 in its entirety. Learning & Wellbeing Psychology (LWP) committed to protecting and respecting your privacy and this privacy policy meets GDPR guidelines. LWP will continue to follow GDPR legislation until there is UK legislation.

This policy sets out the basis on which any personal data is collected and processed by Learning & Wellbeing Psychology. Personal data includes contact information as well as client confidential data which is collected or generated by Learning & Wellbeing Psychology.

### Contact Details

In order to provide psychological services, Learning & Wellbeing Psychology collects names, postal addresses, email addresses, phone numbers and organisational names which are stored on contact sheets within individual electronic folders for each child or young person (CYP). Public information regarding organisational is also stored within an electronic database.

Contact details are obtained through forms completed following request for involvement, through corresponding with Learning & Wellbeing Psychology via phone, email, website or letter. Contact details may also be obtained through publicly available sources (e.g. school websites).

Learning & Wellbeing Psychology does not sell or give your contact details to any third parties for marketing purposes.

You have the right to ask that your personal data are not processed by Learning & Wellbeing Psychology for marketing purposes. You can exercise this right at any time by contacting [contact@learningandwellbeing.org](mailto:contact@learningandwellbeing.org).

### Services and Data Protection

Learning & Wellbeing Psychology sells educational psychology services within educational and community settings. The following explains what data is held in relation to the delivery of these services.

1. **Planning notes** - prior to working with a CYP, notes will be made during a discussion about the current situation. The school contact is asked to confirm



that verbal consent has been given by the parent/legal guardian of the CYP before specifically naming the CYP. If consent has not been given, the CYP will be referred to by their initials. An electronic copy of the planning notes is kept in the school's electronic folder within Learning & Wellbeing Psychology's database and the hard copy is shredded.

2. **Consent** – informed, signed consent must be provided by the parent/legal guardian of the CYP before Learning & Wellbeing Psychology will commence work with them. Scanned copies of the signed consent form are kept in the individual electronic folder for each CYP. Paper copies held by Learning & Wellbeing Psychology are shredded.
3. **Withdrawal of consent** – the parent/legal guardian has the right to withdraw consent for involvement from Learning & Wellbeing Psychology at any time. If consent is withdrawn, the CYP's electronic folder will be deleted, including any documents related to the CYP. If the CYP has been named during a planning meeting, this information will remain within the school's folder.
4. **Reports and records** – after working with the CYP, the Educational Psychologist/Psychology Assistant may produce a written report or record of involvement. This will include personal and confidential information related to the CYP and their family. A copy of this report is kept in the CYP's individual folder. A copy will also be sent to the parent/legal guardian and to the school (where the work has been commissioned by the school).
5. **Related CYP documentation** – additional documents may be provided to support the Educational Psychologist's/Psychology Assistant's work (e.g. SEN Support Plan, School Attendance data, Education, Health and Care Plan, reports by other professionals). All documents are stored electronically in the electronic CYP's folder. All paper copies held by Learning & Wellbeing Psychology are shredded.
6. **Retention of records** – when working with CYP, Learning & Wellbeing Psychology will keep CYP records and related information in their CYP electronic folder until the CYP reaches the age of 25 years. In their 25<sup>th</sup> year, Learning & Wellbeing Psychology will delete the CYP electronic folder, including all related documents. When working with clients over the age of 18 years, their records will be kept for 8 years. In the 8<sup>th</sup> year, Learning & Wellbeing Psychology will delete the CYP electronic folder, including all related documents.



7. **Audio files** – certain psychological assessments suggest recording a CYP’s response to aid the assessment. The consent form, which must be signed before Learning & Wellbeing Psychology can become involved with the CYP, includes consent to take an audio recording. The recording will be stored on a password protected electronic device and kept until the final report regarding the CYP is complete. The audio file is then deleted, unless otherwise agreed.
  
8. **Video files** – certain psychological intervention requires the use of video recording. Video footage will be stored on a password protected electronic device and kept until the final intervention session has taken place. The video file is then deleted, unless otherwise agreed. Video footage is only obtained with signed, informed consent, collected separately to the consent for involvement form which is necessary before any EP/PA involvement can commence. If an EP becomes aware of a safeguarding concern whilst taking footage, the filming will be suspended and the EP will act in line with LWP’s Safeguarding Policy.

### **Confidentiality Statement**

All work undertaken by Learning & Wellbeing Psychology is confidential. Information is only shared with the specific consent of the CYP’s parent/legal guardian.

If disclosure of information is deemed necessary, Learning & Wellbeing Psychology will aim to obtain specific informed consent from clients. There are a number of circumstances where this might not be possible or may not apply; for example, where the health, safety, security or welfare of the client or someone else may otherwise be put at risk.

Further information regarding confidentiality can be found in The British Psychological Society, Practice Guidelines (August 2017) and within the Learning & Wellbeing Psychology Code of Conduct and Ethics Policy.

### **Storage**

Any hard copies of notes are immediately scanned, saved to an electronic file and shredded. Therefore, all data is stored in electronic files, on a password protected electronic device. Learning & Wellbeing Psychology subscribe to a secure cloud database (Microsoft Office 365). Data is held until the child or young person’s 25<sup>th</sup> birthday, or 3 years following direct involvement (whichever is the latter date), unless otherwise agreed.



### **Access**

You have the right to access information and/or records that Learning & Wellbeing Psychology hold about you. Please contact Learning & Wellbeing Psychology directly to request access. Client access to records will be restricted to information about themselves, or CYP where they are the parent/legal guardian. Restrictions will apply when disclosure would place the client or others at risk of serious harm.

### **Contact Details**

Dr Kathryn Gibb controls the data which is collected by Learning & Wellbeing Psychology. Questions, comments and requests regarding this policy should be addressed to [contact@learningandwellbeing.org](mailto:contact@learningandwellbeing.org) or phone 0300 303 5197.