

PRIVACY POLICY

We are registered with the ICO and our privacy policy has been written in accordance with the Data Protection Act and the General Data Protection Regulation (GDPR). We fully respect your right to privacy and will only process personal information about or provided by you in accordance with the Data Protection Legislation.

Our personal data manager is Lisa Daitz. Our trading name is 'The North London Psychotherapy Centre' and the registered company is The London Psychotherapy Centre Limited. Our registered address Treviot House, 186-192 High Road, Ilford, Essex IG1 1LR. You can contact Lisa Daitz by telephone by email lisadaitz@thenorthlondonpsychotherapycentre.co.uk. Our website address is www.thenorthlondonpsychotherapycentre.co.uk

Personal Data: this refers to personal information from which an individual can be identified and does not include data where the individual cannot be identified. Through email, phone conversations and text messages I may collect, use and store identity data, contact data, interaction data and personal data including age, gender and nationality.

Anonymous Data: to provide the best service that we can, we often keep client notes which are based on therapy sessions and our initial assessment. These are often also referred to in our professional supervision sessions. To ensure the privacy and anonymity of our clients, session notes are recorded using client initials and our coded number system and not full names. No data is passed on to third parties unless:

- We are required by law to do so
- Your therapist becomes unexpectedly incapacitated or even dies. In the case of trainee therapists, Lisa Daitz has the ability to gain access to the contact details of current clients in order to inform them of the circumstances. In the case of Lisa Daitz becoming incapacitated or even dying, her supervisor has permission to gain access to the contact details of her current clients.

Where We Store Data:

All personal and anonymous data is stored on our computers, which are password protected. This data is stored for three years in compliance with the BACP. Data may also be held on smartphones and these are also all password protected. If contact details are held as part of a telephone contact list on the smartphone, these are anonymised and remain for the duration of the work.

Some printed data may be held in the form of contracts or notes. These are either anonymised or, where individuals may be identifiable, notes are kept in a locked cupboard or filing cabinet, only accessed by the therapist. At the end of the client work, notes are sealed and passed to the main Centre's filing cabinet and computer to hold for three years.

Other Anonymous Data Collected includes:

Technical Data including IP address, browser type, operating system and other technology on the devices you use to access this website.

Usage Data includes information about how you use my website

Cookies Data: All Cookies used by and on our website are used in accordance with current English and EU Cookie Law.

Analytics Data: Includes third-party analytics services to evaluate your use of the website, collect demographic data and analyse and evaluate other usage and performance information. By accessing and using the website you consent to the processing of data about you by these analytics providers in the manner and for the purposes set out in this Privacy Policy.

Under the GDPR you have the right to request access to, deletion of or correction of your personal data held by me at no cost to you; request that your personal data be transferred to another person; be informed of what data processing is taking place; restrict processing; object to the processing of your personal data and complain to a supervisory authority.