



Caro Strover-Green & Associates
Educational Psychologists

'Learning for Everyone'



GDPR Data Privacy Policy 2018

Introduction

We aim to be as clear as possible about how and why we use information about you so that you can be confident that your privacy is protected.

This policy describes the information that we collect when you use our services. This information includes personal information (data) as defined in the General Data Protection Regulation (GDPR) 2016 [and the subsequent UK Data Protection Bill that is expected to be enacted in 2018].

The policy describes how we manage your information when you use our services, if you contact me or when we contact you.

We use the information we collect in accordance with all laws concerning the protection of personal data, including the Data Protection Act 1998 and the GDPR 2016. As per these laws, I am the *data controller*.

The GDPR requires that we identify the legal basis upon which we process your personal data. We shall provide psychological services and all associated activities on the basis of:

- Our contract with you
- Our legitimate interest to hold and process your personal data

What is meant by 'The contract'?

When an assessment or consultation is requested, the client is asked to read and sign our terms and conditions. That document describes the work that we will undertake and, by signing the document, you enter into a contract with us to do the work. We will process all personal data that you share with us (for the purpose of completing an assessment, consultation or tutoring or other professional service) lawfully, fairly and in a transparent manner. It will be necessary for us to process your personal data in order to fulfil the contract with you.

What is meant by 'Legitimate Interest'?

The reason that we need to process your personal data is to provide psychological services to you/your child. Inevitably, educational psychology assessments/consultations involve the processing of special category data, including information, for example, about health, cognitive functioning, social and emotional issues and family history. We have a legitimate interest to collect such personal data for the purpose of forming a well-informed professional opinion. We will only collect information from you that is relevant for the process of providing the psychological services that you have requested.

1. Why do we need to collect your personal data?

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In order for us to carry out an effective assessment or consultation we need to collect information about you and / or your child so that we may:

- Contact you through email or by phone. The legal basis for this is a legitimate interest.
- Deliver services to you, for example by preparing a relevant assessment and providing well informed psychological advice for your child. The legal basis for this is the contract with you.

2. What personal information do we collect and when do we collect it?

To provide helpful psychological services to you and your child, it is important for us to know your child's situation and what the concerns are that led to psychological support being requested. This data is usually collected, by you as the parent or primary carer completing the Parental Information and Booking Form. Some parents may also choose to provide additional information in writing or verbally. Information requested on the booking form include:

- Name and contact details of parents
- Name, date of birth and school history of the child
- Current school and key staff name and contact details
- A summary of the child's current strengths and difficulties
- What strategies / interventions have already been tried with the pupil
- Why psychological services have been requested
- Family history of learning difficulties and/or other challenges
- Information about other factors that may impact on the child's situation including early development, medical issues, home life, social & emotional skills and behavioural observations

In order to gain a holistic picture of the child it is also helpful to receive information from the child's school and other professionals that have been involved. This information includes:

- Name, date of birth and school of the child
- A summary of the child's current strengths and difficulties
- What strategies / interventions have already been tried with the pupil
- Why psychological services have been requested
- Social and emotional and behavioural observations
- Educational information and attainments
- A 'Form 8' (For exam arrangement purposes if necessary)

No data will be requested from school or other professionals without written electronic permission from parents, given by signing and returning, the terms and conditions in the I Booking Form.

3. How do I use the information that we collect?

The information collected is used in the following ways:

- To communicate with you so that we can arrange appointments with you and discuss your concerns and arrange an appropriate course of action.
- To prepare a relevant assessment / consultation for your child. It will help us to decide what assessments to use and what approaches we should take with the child. Background information about the child's situation is really important eg so that we are aware if the child has experienced trauma or other experiences that may affect their emotional well-being or ability to learn. It is also helpful for us to see previous reports from other professionals, in order to put our work in context with the child's development over time.

- Information provided by you and others (e.g. school, other professionals), when pertinent to the assessment, will be integrated into the written report. The report will typically only be sent to parents of the child/young person, unless permission is given by parents to share it with school, (which they can do in the booking and terms and conditions form) in which case the report will be sent to both. It might be that parents give permission for the report to be shared with someone else who is acting on their behalf and/or supporting them with the process eg the Head of Learning Support or Pastoral Care at a boarding school, or when the parent cannot read or has other significant challenges.
- If reports are proof read by a proof reader, then the reports will be transmitted to and from the psychologist by email, password protected or encrypted. In addition, the proof reader will have agreed to look after your data in accordance with this policy.
- Immediately after the assessment, immediate feedback can be shared in a meeting with parents and/or relevant involved teachers at school, following parents' permission to share with school staff.

4. Where do we keep the information?

- Data is usually received by post or by email.
- Paper copies will be filed and kept in a locked filing cabinet.
- When data is received by email, attachments will be saved in the pupil's electronic file. Parents and schools are advised to send personal data password protected.
- Electronic information will be stored on an encrypted laptop, which is password protected. All personal data relating to pupils or their parents will be backed up by being stored in an i-cloud which is GDPR compliant..
- All paper within pupil files that are opened and worked with each term will be locked in a filing cabinet and these files will be destroyed within 6 weeks of the assessment, within the 6-term academic year.
- When the information is carried to conduct an assessment, laptops and paper file will be kept in a travel bag. This bag will not be left overnight in a vehicle and if left in a vehicle for a short period during the day, the car will be locked secure.
- If a data breach occurs, the ICO and all affected clients will be notified within 72 hours. The nature of the break will be explained along with the steps we are taking to deal with it.

5. How long do we keep the information?

- The report will provide a detailed summary of our involvement. Within 6 weeks or thereabouts, any handwritten notes, paper record forms, writing samples and other assessment material will be securely destroyed.
- Parent consent forms and electronic files (including pupil reports and information from school if received electronically) will be retained for a period of five years. This is so that a record of the report remains, if parents lose the copy that was sent to them. Also, the report may be referred to, if the pupil is reassessed in the future. Parental consent forms are kept electronically, so that we have a record of the parents' consent for us to have worked with their child. After a period of five years all remaining records will be securely destroyed, unless we continue to be directly involved with the case and there are strong reasons for retaining historical data. E.g. to track strategies and interventions over time.
- Please note it is the parents' responsibility to retain copies of the report, because the data will be destroyed after five years.

6. Who do we share the information with?

- Where parents have agreed for us to contact the pupil's school, or if the school have commissioned the report, the date of the appointment will be arranged directly between ourselves and the school, with the parent/s being informed of this date through our communication with them. It can also be that the parents arrange a date with us and then check this with school to find a mutually convenient date.
- School staff are typically invited to join a feedback meeting with parents where the assessment is discussed, with parental permission.
- Parents are requested to opt out of our informal sharing of the assessment findings with relevant school staff immediately, following the assessment, when the assessment happens in school
- Reports will be sent out electronically by email to the pupil's parents and if the school commissioned the report, also to the school. If the parents or the person who commissioned the report are happy to share the report, it is their responsibility to forward it to that person and to any other relevant professionals. All reports will be in 'Read Only' PDF format so no changes may be made. They will also be password protected unless otherwise requested.

7. Will we send emails and text messages to you?

One of our team at CSGA will only contact you in response to your request for psychological services that has been initiated either by you or by school. This would usually include emails or phone calls to discuss your current concerns and arrange appointments. We will also email an invoice to you and the assessment report.

8. Access Arrangements for exams

In order for schools to apply for students' access arrangements for public exams eg for extra time, as appropriate and from year 9, they are required by the Joint Council for Qualifications (JCQ) to complete sections A and B of a Form 8 and email it securely to me *prior* to the assessment. Following the assessment, we are then required to complete relevant parts of Part 2. and return it to school by email, so that school can then process the application. We will copy this completed form to parents or other who has commissioned the report

9. in the event of unexpected death all our professional files will be confidentially deleted and destroyed by executors.

Your Rights

You have certain rights about the data we have on you. These are a right of access, a right of rectification, a right of erasure and a right to restrict processing.

- You may request a copy of your data at any time. Please make such a request by email to me on caro@edpsych.co.uk. Please provide the following information: your name, address, telephone number, email address and details of the information you require.
- If you believe any of the personal data we hold on you is inaccurate or incomplete, please contact me directly (caro@edpsych.co.uk) and any necessary corrections to your data will be made without undue delay.
- If you believe we should erase your data, please contact me

If your questions are not fully answered by this policy, please contact me directly in my role as Data Protection Officer and Data Controller. If you are not satisfied with the answers I provide, you can contact the Information Commissioner's Office (ICO) <https://ico.org.uk>.

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