



## **AJA Therapies Privacy Policy** (last updated May 2024)

### **Contact details:**

**Name: LOLA WINTER (AJA THERAPIES)**

**Contact number: 07522 131042**

**Contact email: [lola@ajatherapies.co.uk](mailto:lola@ajatherapies.co.uk)**

**Website: [www.ajatherapies.co.uk](http://www.ajatherapies.co.uk)**

**Social media: @aja.therapies**

### **Overview**

AJA Therapies respects your information and your data. We are committed to protecting your personal data and being transparent about how we collect and use your information. We will comply with all data protection legislation currently in force, and in particular the UK GDPR, as well as the Codes of Ethics and Practice of the British Association of Behavioural and Cognitive Psychotherapists (BABCP). This Privacy Policy specifies the types of data AJA Therapies collects and how that data will be used and securely stored.

### **The Data AJA Therapies Collects**

AJA Therapies holds personal information about you which may include:

- Name
- Date of birth
- Address
- Gender
- Ethnicity
- Sexual identity
- Contact detail including phone number and email address if applicable
- Family information
- Disability
- Health data including any disability you may have, your mental health personal history, current symptoms, and treatment plans.

We will also record information about the service provided to you, including assessments, treatment plans and reviews.

### **How and why we collect your personal information**

Most of the personal information we process is provided to us directly by you. However, if relevant to your care we may collect data from other sources such as your family, your referrer, insurers, or other health services. Furthermore, if applicable, we may also collect data about you from your school, college, workplace, or university if we have your consent and following their data policies.

This information will help us to support you and match the therapy or services to your needs. We keep a record about you to help us decide how best to help you, to show what has been done to help you and the difference that this had made for you.



### **Legal basis for processing your personal data**

Under Article 6 of the UK GDPR, we must have a legal basis for collecting and processing your personal data.

When AJA Therapies provides you with a service, we will process your data under four different legal bases:

1. **Contract:** AJA Therapies processes personal data as is necessary for the performance of a contract (Therapy Agreement) that you must sign in order to be provided with services. AJA Therapies cannot offer you services without holding personal data such as contact information, health information.
2. **Legal obligation:** AJA Therapies is required by law to hold certain data, such as financial data for the purposes of complying with legal and tax obligations. Furthermore, if there is a risk to you, or someone else, AJA Therapies is legally obligated to share personal data with relevant authorities, as specified below.
3. **Legitimate interest:** it is necessary to hold personal data for the purposes of providing therapy services. AJA Therapies has a legitimate interest to hold such data.
4. **Consent:** if you exercise your right of data portability under the UK GDPR, this requires your consent, or explicit consent, when concerning special categories of personal data. Your consent can be withdrawn at any time.

When processing special categories of personal data (health data), that is shared by you during therapy sessions, the legal basis is specified in Article 9(2)(h) of the UK GDPR: processing is necessary for the provision of health care.

We do this because we cannot provide a service to you without using your personal Information.

### **Is the data shared?**

Therapy is confidential. Your data will not be shared outside of AJA Therapies unless there is a risk to you or someone else. Risk to you includes suicide, self-harm, and harm to you from others. Risk to someone else can include harm from you or from others. In these cases, we will contact either your general practitioner (GP), police, mental health services or crisis support through the National Health Service (NHS). If we must share your data due to safety concerns, we will inform you about this.

Additionally, to provide you with a good service, your therapist will talk to their clinical supervisor about your case which could include videoed sessions and clinical notes. Where possible we will use non-identifiable information when discussing your case to protect your data and identity. Clinical Supervisors are also GDPR compliant, and supervision is a confidential space.

AJA Therapies may recommend another service or specialist support if it is believed that your needs are best suited to an external agency. In these cases, your therapist can help to signpost you to these services including referrals and contacting other agencies. We will only contact other services and share your data on your behalf if we have consent from you to do so.

Your data will not be transferred outside the UK.

**Where is your data stored?**

Your data will be stored securely, which only your therapist will have access to (inclusive of written and electronic notes). Additional information will be appropriately stored/data copies and then destroyed after use. Any materials created in the session will be the clients to keep and be responsible for.

**Your rights under the UK General Data Protection Regulation (GDPR)**

- Under the UK GDPR, you have several rights that can be exercised at any time:
- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances. This will be done on the basis of explicit consent.
- You are not required to pay any charge for exercising your rights. If you make such a Subject Access Request (SAR), to obtain, rectify or delete your personal data, we have 30 days to respond to you. Please contact us at [lola@ajatherapies.co.uk](mailto:lola@ajatherapies.co.uk) if you wish to make a request.

**What happens to your data once our sessions end?**

We will keep your data for a specified period of time once we have finished working with you, depending on the nature of the service and our legal obligation.

*For adults:*

- Following your last day in therapy, we will keep your data and keep your client records for at least 7 years.
- If you had a consultation or an initial assessment, but no therapeutic work was undertaken we will keep your data for 1 year.

*For children and young people (under the age of 18)*

- Your data will be kept until the child or young person is 25 (this is seven years after they reach the school leaving age) (Information and Records Management Society (IRMS), 2019).



- If concerns have been raised about an adult's behaviour around children, we will keep these either until they reach normal retirement age or for 10 years, whichever is longer (NSPCC, 2018).
- If you had a consultation or an initial assessment, but no therapeutic work was undertaken we will keep your data for 1 year.

### **Data breach**

In the event of a data breach, AJA Therapies, the data controller, is legally obligated to inform the Information Commissioner's Office (ICO) within 72 hours. If it is established that your personal information is affected, you will be informed as soon as possible.

### **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us directly on the contact information detailed above.

You can also complain to the Information Commissioner's Office (ICO) if you are unhappy with how we have used your data.

The ICO's address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>