**PRIVACY STATEMENT**

**Terminology**

Use of “us” or “we” refers to Dr Sarah Baxter, owner of Aurora Psychology UK, Sara Witter, Lee Richards, Dr Marie Winterson, and Dr Faye McLean, associates of Aurora Psychology and provider of services, use of “you” or “your” or “client” refers to you the client and user of Aurora Psychology services.

Your privacy is of great importance to us and we are committed to complying with the terms of the General Data Protection Regulation (GDPR) regarding the responsible and secure use of your data.  
  
We have a legitimate interest in processing personal data in order to provide psychological services. The purpose of this statement is to let you know what personal information we collect and hold, why this data is collected, how long it is kept and what your rights are with regards to this personal data. We are registered with the Information Commissioners Office (ICO).  
  
When you are referred to, or refer yourself to Aurora Psychology UK you will be asked to consent to the processing of your data under the terms of this policy. We will be responsible for data management, we will abide by this privacy statement, and we will hold our own privacy statement that complies with the GDPR terms.  
  
**What information do we collect?**  
We collect personal data such as name, address, date of birth, GP/medical practitioner details, telephone numbers, next of kin details, and email address. We also collect any data that you give us regarding personal and family background, alongside potentially sensitive data relating to medical and mental health conditions.

**What do we use your information for?**  
We use your information in the following ways:

* To provide you with psychological services requested.
* To notify you about changes to your appointments.
* To manage any potential risk to your safety, along with the safety of others.
* To fulfil any administrative, legal, ethical, and contractual obligations.

**Do we disclose any information to outside parties?**

Some of your personal data is shared with, and stored by Timely (online calendar), Protonmail (email), and Wix (website) third-party systems, which operate on behalf of Aurora Psychology UK, as part of our service delivery. Aurora Psychology UK has taken steps to ensure that Timely and any other third party involved treats the Personal Data in accordance with the privacy laws and legislation of our User’s jurisdictions. Timely and Protonmail ensure that “All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our Payment gateway providers database only to be accessible by those authorized with special access rights to such systems, and are required to keep the information confidential.”

Non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses. Other than stated above, we do not sell, trade, or otherwise transfer to outside parties your personally identifiable information.

**What information do we share?**  
We will not share any information about you with other organisations or people, except in the following situations:

**·** Consent – We may share information with relevant medical professionals or others whom you have requested or agreed we need to contact.

· Serious harm – We may share your information with the relevant authorities if we have reason to believe that this may prevent serious harm being caused to you or another person.

**·**Compliance with law – We may share information when the law requires us to - i.e. safeguarding, terrorism, drug trafficking and serious crime.

**·**Supervision– It is an ethical requirement for any clinician offering psychological services to have regular supervision. Any supervisor used is an accredited member of the relevant accrediting body and works within their ethical framework. No information is divulged to identify you.  
  
**How do we keep your information safe?**

· All information you provide us is stored as securely as possible. We will take all reasonable precautions to prevent the loss, misuse or alteration of information given.

**·**Any paper forms, notes, and correspondence are kept in locked filing cabinets. All electronic files are kept on password-protected devices with virus protection software, and in encrypted cloud storage only accessible to your named psychologist and the owner of Aurora Psychology.

**·**Formal reports are password protected.

* Whilst we endeavour to keep our systems and communications protected against viruses and other harmful effects, we cannot bear responsibility for all communications being virus free.
* Client notes and other documentation are destroyed seven years after the end of the psychological services offered.
* Any known data breaches will be reported to the ICO within 72 hours.
* Any requests for personal data need to be made through a data subject access request and will be supplied within one month.
* If you have emailed us, and / or have consented to us emailing you, your email will be stored in an account that is password protected.
* The website AuroraPsychology.co.uk, is maintained by Wix.com. If you use the contact message form on our website, this information will be sent to a password protected email address only accessible by us. We will delete any email correspondence for any individuals who are not on our caseloads. Your details are not stored on the website systems for any contact requests made through them.    
    
  **Your rights**  
  Under the GDPR, you have the right to:
* Access your personal data - rectify, erase or restrict your data - object to the processing of your data - request transfer of data (data portability).
* You may withdraw your consent for us to hold and process your data at any time. However, if you do this whilst actively receiving psychological services, the services would have to end. You can withdraw your consent by stating this on an email to [aurorapsychology@protonmail.com](mailto:aurorapsychology@protonmail.com).
* If you would like a copy of some or all of your personal information, please email or write to us via the contact details stated in this agreement. Information will be provided to you within **30 days** if this is appropriate.
* If you have any concerns about the way we handle your data please contact aurorapsychology@prontonmail.com. If you feel this has not been resolved effectively you have the right to contact the Information Commissioners Office (www.ico.org.uk)  
    
  **Changes to this policy**  
  This document is a work in progress and may be modified from time to time.  
  February 2024