



Sleep Psychologist

Rest, Restore, Relaunch

[www.sleeppsychologist.co.uk](http://www.sleeppsychologist.co.uk)

## PRIVACY STATEMENT

Sleep Psychologist is committed to protecting your personal information.

Sleep Psychologist are fully compliant with the current General Data Protection Regulation (GDPR) guidance and is registered with the Information Commissioner's Office (ICO).

This page provides further information about:

- WHAT data we collect
- WHY we collect your data
- HOW we use your data
- WHO you contact regarding your data

It also provides guidance on what you can do if you would like to request a copy of your information, make a complaint or delete your personal information.

## WHAT IS PERSONAL DATA?

Personal data means any information relating to an identified or identifiable natural person, such as for instance your contact information, or your clinical data.

## HOW DO WE OBTAIN YOUR PERSONAL DATA?

Personal data may reach us in the following ways:

- Information provided to us through the Sleep Psychologist website 'Contact Form'.
- Information provided to us via email, online over the internet (e.g. Microsoft Teams/Facetime/Skype/Zoom), by text or telephone.
- Information discussed in person
- Information provided to us by a referrer (e.g. insurance provider, GP, sleep clinic, charity, organisation etc..) by formal letter, in person, by email or by telephone.

## WHAT PERSONAL INFORMATION DO WE COLLECT?

Depending on the type of support or intervention required we may obtain some or all of the following data:

Teaching and Training Request
Full Name and Title
Information about the content of training to deliver
Address
Telephone Number
Email Address
Information about the size and needs of your audience
Information about the training venue
Contact details of a lead manager for protection of intellectual property/non-disclosure agreement (if applicable)
Technical specifications of equipment
Details about the event
Contact details on the day
Invoicing Address

Research/Consultation Request
Full Name and Title
Address
Telephone Number
Email Address
Information about the organisation/project
Details about the professional team
Data governance agreements
Timelines
Research Protocol, Information Sheets and Consent Forms
Budget
Invoicing Address

Cognitive Behaviour Therapy for Insomnia (CBTi) Request
Full Name
Address
Telephone Number
Email Address
Date of Birth
Information about health insurance (if applicable)
Information about next of kin
General Practitioner (GP) contact details (ie name, address and number)
Psychometric data (ie questionnaire data)
Bank account details (ie for payments and refunds)
Relevant clinical information (e.g. physical and mental health history) that is related to your treatment and care

## YOUR PERSONAL INFORMATION

Your personal information is used solely to provide you with the best possible educational support and/or care.

**For individuals**, as part of your assessment, consultation and intervention, we will keep accurate and detailed treatment records. These may be both written notes or held electronically.

Written notes are stored securely in a dedicated and secure locked filing cabinet and electronic records are securely stored and password protected. The Sleep Psychologist email account is protected using random sequence generated passwords that are changed on a regular basis and are only accessible to the individual to whom they relate to.

**For companies and organisations**, any information that you provide, either directly or through the process of the discussions and consultations that are had, will be stored securely either in paper format or as a password protected electronic file (as above).

The transmission of information via the internet is not always completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

## SHARING INFORMATION

Whether you are a client (e.g. company or organisation representative) or individual (e.g. patient seeking cognitive behavioural therapy (CBTi) intervention) your information will not be shared with any third party unless we have your expressed consent to do so.

**The sole exceptions to this rule are:**

- a) if we are required to share information by law
- b) if your safety or that of someone else is at serious risk

Even in these highly unlikely cases, however, we will discuss the process with you in full and walk you through anything that we have to do together.

Crucially, we will never sell or lease your personal information to any 'third parties' (such as other companies, or marketing agencies).

## EVALUATION

We are grateful for your feedback, in terms of developing and improving our services but also to offer new patients and corporate clients the opportunity to hear a little more about what we do and how we do it.

We are grateful for the opportunity to use your feedback as part of an evaluation process. All quotes are anonymised with your explicit consent before doing so. Should you wish to remove any quotes you have volunteered, these will be removed immediately.

## HOW WE STORE YOUR PERSONAL INFORMATION

The personal information that we hold digitally is securely stored and password protected. Any written information is held securely in a dedicated and secure locked filing cabinet in a secure location.

We keep personal patient information for a minimum of three years from the date of assessment/primary contact. This is so that if we need to use it again for your care, we have access to it (e.g. if you wanted a further treatment or review). If you wish to have any of your information removed from our records at any time (i.e sooner), you can request to do this at any time.

## THE RIGHT TO BE FORGOTTEN

You have the express right to have any of your personal information that we hold deleted or removed from our records at any time. This is called the '**Right to be Forgotten**'. In order to do this, we will need to make sure that the request has been made by the person to whom the information pertains and so we may ask a couple of security questions to ensure that this is the case.

Requests can be made directly to Dr Gabriella Romano, Founder and Clinical Psychologist at this email address: [drgpsychology@gmail.com](mailto:drgpsychology@gmail.com).

## CONTACT DETAILS FOR FURTHER INFORMATION

If you have questions about this Privacy Policy or the processing of your personal data, please contact Dr Gabriella Romano [drgpsychology@gmail.com](mailto:drgpsychology@gmail.com)

This privacy notice was last updated on 19<sup>th</sup> April 2020

