

*With Everyone In Mind*

Evidence-Based Assessment and Therapies for  
Mental Health, Neurodiversity & Learning Needs

## Privacy Policy — Clinical Psychology Practice London

**Version:** 2025

**Last updated:** 28 November 2025

Clinical Psychology Practice London (“we”, “us”, “our”) is a group of self-employed clinical psychologists who work independently but share a practice name, email address and referral pathway. Each clinician is individually responsible for the personal data they hold, and each psychologist is a separate data controller under the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018.

This Privacy Policy explains why we collect personal information, how we use it, how we store it safely, and your rights in relation to your data.

If you have any questions, please contact:

**Email:** [chipplondon@gmail.com](mailto:chipplondon@gmail.com)

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

### 1. Why We Keep Information

We keep information about you for the following reasons:

- To provide you with psychological assessment, therapy or consultation
- To understand your needs and plan safe, effective care
- To maintain accurate clinical records as required by professional standards
- To arrange appointments, communicate with you and manage billing
- To prevent serious harm where necessary

Keeping records is an essential part of healthcare. **We cannot offer you services unless you allow us to keep records**, as required by the Health and Care Professions Council (HCPC) and the British Psychological Society (BPS).

### 2. What Information We Collect

We collect two main types of information:

#### 2.1 Personal Identification Information

- Name
- Date of birth

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- Address
- Email address
- Phone numbers
- Contact details for parents/carers (for child clients)
- GP or referrer information
- How you heard about our service
- Insurance details, if applicable

## 2.2 Special Category (Health) Information

This is information that requires enhanced protection, including:

- Information discussed during sessions
- Clinical notes and formulations
- Assessments, questionnaires and outcome measures
- Relevant developmental, medical or educational history
- Reports prepared for you or others
- Information provided by third parties (e.g., school, GP)
- Safeguarding information if relevant

Because we work with health data, this falls under **special category data** which must be handled with extra care.

## 3. Our Lawful Bases for Processing Your Data

Under the UK GDPR, we must have a lawful basis to process your data.

### 3.1 For clinical work

- **Article 6(1)(b)** – processing is necessary for the performance of a contract
- **Article 9(2)(h)** – processing of special category data is necessary for the provision of health or social care

### 3.2 Where consent is required

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(e.g., sharing reports with school or GP)

- **Article 6(1)(a)** – consent
- **Article 9(2)(a)** – explicit consent

You can withdraw consent at any time.

### **3.3 For safeguarding or risk of harm**

- **Article 6(1)(d)** – vital interests
- **Article 9(2)(c)** – vital interests of the individual

### **3.4 For financial, legal and administrative obligations**

- **Article 6(1)(c)** – legal obligation

## **4. How We Use Your Information**

We use your information to:

- Provide psychological assessment and interventions
- Communicate with you and relevant professionals (with consent)
- Arrange appointments and manage our clinical diaries
- Prepare reports, summaries and recommendations
- Process payments and manage accounts
- Maintain accurate, secure clinical records
- Prevent risk of serious harm where required

We do not use your information for marketing.

## **5. Who Your Data Is Shared With**

Information is treated as confidential.

We will only share information:

### **5.1 With your explicit consent**

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For example:

- GP
- School or SENCO
- Psychiatrist or paediatrician
- Other health professionals
- Insurers
- Case managers

### **5.2 Without consent only when necessary**

This includes:

- If there is a risk of serious harm
- Safeguarding concerns about a child or vulnerable adult
- Legal requirements (e.g., court order, criminal investigation)

Where possible, we will discuss this with you first.

### **5.3 Clinical supervision**

All psychologists receive clinical supervision in line with HCPC standards.  
Only anonymised material is discussed unless a risk issue requires otherwise.

## **6. How We Store Your Information**

Each self-employed psychologist may use slightly different secure systems, but all follow UK GDPR, HCPC and BPS standards. Data may be stored:

- In encrypted clinical practice software (if used by the clinician)
- In secure cloud storage (e.g., encrypted Google Drive)
- On encrypted laptops with password/2FA protection
- In password-protected email systems
- In paper files stored in a locked cabinet
- On encrypted mobile devices for appointment contact only

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We take security seriously and use appropriate technical and organisational measures to protect your information.

## 7. How Long We Keep Information

We follow NHS and HCPC guidance on record retention:

- **Adults:** 7 years after last contact
- **Children:** until the child is **25** (or **26** if assessed at age 17)
- **Financial/billing records:** 6 years (HMRC requirement)

After these periods, information is securely destroyed.

## 8. Your Rights Under UK GDPR

You have the right to:

- **Access** the information we hold about you
- **Correct** inaccurate or incomplete information
- **Request deletion** (unless we must keep the record by law)
- **Restrict processing** of your information
- **Object** to certain types of processing
- **Withdraw consent** at any time (where consent is the legal basis)
- **Request data portability**, where applicable
- **Complain** to the Information Commissioner's Office (ICO) for the psychologist who is treating you.
  - Website: <https://ico.org.uk/concerns>
  - Phone: 0303 123 1113

We respond to requests within one month.

## 9. Website Visitors and Cookies

When you visit our website, we may collect limited technical information (e.g., browser type, pages viewed) to understand how people use the site.

Our website may use cookies to:

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- Improve functionality
- Monitor website traffic or page popularity
- Support embedded content (e.g., maps or video players)

Cookies do not contain personal identifiable data.  
You can disable cookies in your browser settings.

We do not use cookies for marketing or advertising.

## **10. International Transfers**

We do not normally transfer your data outside the UK.  
If any service provider (e.g., cloud storage) stores data outside the UK, we ensure that appropriate UK-approved safeguards are in place.

## **11. Your Responsibility**

You agree to provide accurate information and update us about any changes relevant to your care or contact details.

## **12. Changes to This Policy**

We may update this policy occasionally to reflect legal, professional or operational changes.  
The latest version will always be available on request.

## **13. Contact Us**

For any questions, requests or concerns relating to your personal data, please contact:

**Email:** [chipplondon@gmail.com](mailto:chipplondon@gmail.com)

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