ORIGO PSYCHOLOGY

Privacy Notice

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This Privacy Notice explains how Origo Psychology collects, uses, stores and shares personal information when providing psychological assessment, therapeutic and related services.

1. Who we are

Origo Psychology is responsible for personal information processed in connection with the services described in this policy, subject to the arrangements in place with individual practitioners, independent practitioners and external professional service providers.

Data protection and Privacy contact: hello@origopsychology.com

2. Information we collect

Depending on the service provided, we may collect:

- Identity and contact information, such as name, date of birth, address, telephone number and email address.
- Information about parents, carers and relevant professionals where necessary for assessment or support.
- Health and psychological information, including developmental history, symptoms, diagnoses, treatment information, clinical findings and professional opinions.
- Questionnaire, interview and assessment results.
- Information from schools, workplaces and other relevant settings.
- Safeguarding and risk information where relevant.
- Administrative information, including appointments, fees, invoices and communications.
- Audio or video recordings where agreed and necessary for the service being provided.

Health and psychological information is special category data under UK data protection law. Where we process this information, we need both an appropriate Article 6 lawful basis and an Article 9 condition.

3. How we collect information

We may collect information directly from you, from a parent or carer, or from other people and organisations involved in providing or supporting the service, where appropriate and lawful.

Where information is obtained from another source, we will provide the relevant privacy information required by data protection law, subject to applicable exceptions.

4. Why we use your information

- To provide psychological assessment, diagnostic and therapeutic services.
- To communicate with you about appointments, assessments, reports and services.
- To prepare reports and recommendations.
- To maintain accurate and appropriate clinical records.
- To arrange appointments, process fees and invoices, and manage administrative matters.
- To identify and respond to safeguarding or risk concerns.
- To deal with complaints, legal claims, regulatory matters and professional requirements.
- To improve the quality and safety of our services where this is lawful.

5. Lawful bases for processing

We will identify and document the lawful basis that applies to each relevant processing activity. Depending on the circumstances, this may include:

- Contract – where processing is necessary to provide a service you have requested or to take steps at your request before entering into a contract.
- Legal obligation – where processing is necessary for us to comply with a legal requirement.
- Vital interests – where necessary to protect someone's life in an emergency.
- Legitimate interests – where applicable and where our interests are not overridden by your rights and interests.
- Consent – where consent is the appropriate lawful basis and where the law requires or permits us to rely on it.

For special category health information, we will also identify the applicable Article 9 condition.

6. Children and young people

When providing services to children and young people, we consider consent, parental responsibility, the child's age, maturity and understanding, confidentiality, safeguarding and the purpose for which information is processed.

Parents and carers may have rights in relation to a child's information in some circumstances, but they do not automatically have a right to access all information about a child. We will consider the individual circumstances and applicable legal and professional requirements.

7. Who we may share information with

- The treating psychologist and authorised practitioners involved in providing the service.
- Independent practitioners and external professional service providers involved in delivering defined elements of a service.
- Parents or carers where appropriate and lawful.
- Health, education or social care professionals involved in supporting the client, where appropriate and lawful.
- Safeguarding services, the police or emergency services where necessary and lawful.
- Professional advisers, insurers, IT providers, data processors and other service providers where necessary for the operation of the practice.
- Regulators or legal authorities where disclosure is required or permitted by law.

We will only share information where there is an appropriate lawful basis and, where applicable, an Article 9 condition. We aim to share the minimum information necessary for the relevant purpose.

8. Confidentiality

Information provided during psychological assessment and therapy is normally treated as confidential. There are circumstances in which information may need to be disclosed without consent where this is lawful and necessary, for example where there is a serious risk of harm, a safeguarding concern or a legal obligation.

Where disclosure is necessary, we will seek to share only the information that is relevant and proportionate.

9. External professional service providers

Origo Psychology may engage external professional service providers to support defined elements of its services. Where this happens, appropriate confidentiality and data protection arrangements will be put in place, and information will only be shared where necessary, lawful and proportionate.

10. Website, cookies and analytics

When you visit the Origo Psychology website, we may use cookies and similar technologies that are necessary for the website to function, maintain security and remember certain preferences.

Where we use non-essential cookies or similar technologies, we will provide information about their purpose and, where required, ask for your consent before they are used. You can manage your cookie preferences through the options provided on our website.

If you contact us through the website, we may collect the information you provide, such as your name, email address and any information included in your enquiry. We use this information to respond to your enquiry and, where appropriate, to arrange or discuss our services.

We may also use website analytics to understand how visitors use our website and to help us improve it. Details of the analytics services and cookies used by Origo Psychology are provided through our cookie information and consent mechanism.

11. How we keep information secure

- Use secure systems and appropriate access controls.
- Use strong passwords and multi-factor authentication where available and appropriate.
- Avoid using personal messaging applications or unapproved systems for confidential information.
- Use secure methods for transmitting sensitive information.
- Maintain appropriate backups and access controls.
- Limit access to personal information to people who need it for their role.

12. How long we keep information

Origo Psychology retains personal information only for as long as necessary for the purposes for which it was collected and in accordance with applicable legal, regulatory, professional and insurance requirements.

We maintain a records retention schedule which sets out appropriate retention periods for different types of information. Retention periods take into account the nature of the information, the services provided, the age of the client, professional guidance, legal and regulatory requirements, and the need to manage potential complaints or claims.

Clinical records relating to children and young people may be retained for longer than adult records where this is appropriate, taking account of recognized healthcare and professional guidance.

When information is no longer required, it will be securely deleted or anonymized, unless there is a lawful reason for retaining it for longer.

13. Your data protection rights

Depending on the circumstances, you may have rights under UK data protection law, including the right to request access to your personal information, rectification of inaccurate information, restriction of processing, objection to processing and erasure. These rights are subject to legal and other applicable exemptions.

Where applicable, we will normally respond to a valid request within one month.

14. Subject access requests

You can make a subject access request verbally or in writing. We may need to verify your identity before providing information.

When responding to a request, we may need to consider information relating to other people, confidentiality, legal restrictions and other applicable exemptions before disclosure.

15. Complaints

If you have concerns about how Origo Psychology has handled your personal information, please contact us first at hello@origopsychology.com so that we can investigate and try to resolve your concerns.

You also have the right to complain to the Information Commissioner's Office (ICO) if you are unhappy with how we have handled your personal information.

Further information about making a complaint is available from the ICO at www.ico.org.uk.

16. Contacting us

Origo Psychology

Email: hello@origopsychology.com

17. Changes to this Privacy Notice

We will review this Privacy Notice when our services, technology, data processing arrangements or applicable legislation change, and periodically to ensure that it remains accurate and appropriate.