

Privacy Policy



1. **Introduction**

1.1. Sleek Therapy UK (the Organisation) is a private practice organisation run for the following purpose:

Provide holistic therapeutic intervention for children and young people/ parental mental health through one-to-one therapeutic sessions and/or one-to-one or group mental health programmes

1.2. The Organisation usually runs business from the client's school (aged seventeen and under) or virtually (over eighteen) from the therapist's home based in Wolverhampton, West Midlands, United Kingdom

2. **Purpose of the Policy**

2.1. This policy is intended to outline how client's privacy is protected when working in conjunction with Sleek Therapy UK.

2.2. The Organisation believes that privacy is of the utmost importance when engaging in therapeutic intervention. This policy is intended to provide guidance and overarching principles to those who represent Sleek Therapy UK and provide information for clients.

3. **What information about you is collected?**

3.1. **Personal Information**

- 3.1.1. Your name
- 3.1.2. Date of Birth
- 3.1.3. Your telephone numbers
- 3.1.4. Address
- 3.1.5. Email address
- 3.1.6. Emergency Contact
- 3.1.7. Living Circumstance
- 3.1.8. GP name, address, and telephone number

3.2. **Information at Assessment**

- 3.2.1. Main presenting mental health difficulty/issue
- 3.2.2. Mental health history
- 3.2.3. Risk of suicide
- 3.2.4. Substance use/misuse

3.3. **Sensitive information**

3.3.1. Given the nature of healthcare related data, some of the information clients may share with the Organisation is likely to be classified as sensitive. It is a legal requirement for this

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information to be encrypted or if paper-based, to be stored in a lockable cabinet; both measures are adhered to.

4. How is your personal information used?

- 4.1. Sleek Therapy UK may at times need to ask you about some of the above sensitive information with the specific purposes of ensuring that:
 - 4.1.1. The service provided to you is properly responsive to your specific circumstances and needs
 - 4.1.2. To make safe and effective clinical and therapeutic decisions
 - 4.1.3. Sleek Therapy UK and the client communicate openly with one another to make wise and appropriate decisions together in a teamwork approach
- 4.2. Sleek Therapy UKs only keeps limited information if we have the capacity to respond and be of help to you. *See Section 7 for further details.*
- 4.3. Sleek Therapy UK keeps a written record of the personal information detailed in Section 3.1 and 3.2. Session notes are written anonymously in a notebook which is kept in a locked cabinet.
- 4.4. Sleek Therapy UK encourages clients to keep their own notes of useful ideas, insights and reflections. As they relate to you and your progress, it's much more relevant and helpful that notes are written by you and stay in your possession.

5. How is your information obtained?

- 5.1. What you choose to share with Sleek Therapy UK when you first contact via the website's contact form, or when you phone or email to make an enquiry
- 5.2. Sessions you and Sleek Therapy UK have together in person face to face, by phone and online (Skype or zoom etc)
- 5.3. Your health insurance company or healthcare provider, if relevant, and with your consent
- 5.4. It is important for progress, that you provide an insight into your needs, aims and life context to your therapist, so they can get a good, shared understanding of you.

6. The lawful basis for processing your data

- 6.1. Sleek Therapy UK only uses information about you in ways that are core or legally essential for us to fulfil our role as an effective, safe, ethical, and responsive therapist/mental health professional to you.
- 6.2. Sleek Therapy UK never keeps or uses your information in non-essential ways. For example for marketing purposes.

7. Data Security

7.1. Storing paper information securely

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7.1.1. Sleek Therapy UK keeps handwritten or printed information about you to an absolute minimum to protect your data.

7.1.2. We do not print or keep duplicate information wherever this can be prevented. For example, if you or your insurance company have sent digital information, this is not printed unnecessarily.

7.1.3. All handwritten or printed information that has any personally identifying information on it is kept in a securely locked filing cabinet.

7.2. Keeping electronic information securely stored

7.2.1. All devices are password protected, with strong passwords that are all different from each other

7.2.2. Devices or passwords are not shared with anyone else

7.2.3. We do not store any personally identifying information of you on a mobile phone, except for your number and names which are in code.

7.2.4. We do not record virtual sessions

7.2.5. Any downloaded documents relating to client information are cleared once the downloaded file is stored securely.

7.2.6. No personal or sensitive information is stored on any external hard drive or memory stick. While our work is active, I keep electronic information in the following two places only:

7.2.6.1. On my password protected and encrypted laptop

7.2.6.2. On my password protected Gmail account (sam@sleektherapy.co.uk).

7.2.6.2.1. Please see Google's GDPR compliant security measures

7.3. Once our work has come to an end, your records are kept for five years, and your payment details for seven years. After this, your records are deleted or destroyed.

8. About your initial free telephone consultation

8.1. If you make initial contact with Sleek Therapy UK over the phone, or choose a free telephone consultation, you can choose how much you would like to share at this stage.

8.2. The purpose of your initial free telephone consultation is about the practicalities: to find out if our schedules are mutually workable, for you to ask any questions about our approach, and for us to provide you with some information about the ways in which we could assist.

8.3. As a minimum, Sleek Therapy UK will request your name, date of birth, email address and your current mental health issues/ difficulties

9. Electronic Communication

9.1. Emails

9.1.1. Sleek Therapy UK uses a secure and encrypted email messaging service, therefore, the information sent to you is secure

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9.1.2. You are liable for ensuring your email messaging service is secure and encrypted.

Sleek Therapy UK does not accept liability for this.

9.2. Mobile Phones

9.2.1. Sleek Therapy UK uses WhatsApp messaging service as it is encrypted to send and receive information between themselves and clients

9.2.2. If you choose to use SMS, Sleek Therapy UK cannot guarantee the privacy of these and therefore, suggests clients do not use SMS to communicate with Sleek Therapy UK

9.3. Virtual Sessions

9.3.1. All adult counselling sessions are virtual either via telephone or WhatsApp messaging service

9.3.2. Mental health programmes are often run via Microsoft Teams to allow for screen sharing

9.3.3. Sleek Therapy UK does not use Skype or Zoom

10. Sessions in Person

10.1. Sleek Therapy UK does not operate from an office space therefore face to face sessions are not in operation whereby there is the expectation for clients to come to Sleek Therapy UK

10.2. Most child and young person sessions take place at their school. Upon undertaking therapeutic work at the school, Sleek Therapy UK abides by their own policies/procedures as well as the school's.

10.3. School sessions take place in a private room with no other person present apart from therapist and client

11. Third Parties

11.1. Your information does not get shared with anyone else within the practice, as Sleek Therapy UK, is managed by one person, Miss Samantha Leek, and the business is an independent sole trader

11.2. No third party will be privy to the information I hold about you unless you consent to your information being shared

11.3. Sleek Therapy UK engages in clinical supervision. Clients are discussed under pseudonyms or codes therefore your personal identifying information is not shared

11.4. If your therapy is being funded via a health insurance company or similar, your insurance company may provide Sleek Therapy UK with information, but this would never be without your prior knowledge and consent, in accordance with your agreed contract with them. Insurance companies typically encrypt, or password protect sensitive information that they share.

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- 11.5. On occasion, with your prior knowledge and consent, I may have reason to ask to obtain information from other healthcare providers involved in your care, for example if you are working with a psychologist, psychiatrist, or another therapist. This will only be to ensure I am providing the most appropriate, safe, responsive, and effective therapy for your needs.
- 11.6. You have a right to view any information that is shared about you, and a right to have any information rectified that is incorrect.
- 11.7. Sleek Therapy UK will never knowingly receive information about you that you have not given permission to be shared.

12. General practitioners (your GP)

- 12.1. It is not typically necessary to contact your General Practitioner, unless you and Sleek Therapy UK have concerns about the medication or treatment that a general practitioner may be prescribing you, or if your GP is the gateway to enable you to access other healthcare that you need.
- 12.2. If Sleek Therapy UK shares any information with your GP, it will be in written form, in explicit consultation and collaboration with you, with the purpose of you getting better quality health care. Sleek Therapy UK would ensure you can edit before it is sent and that you have a copy of the final draft.

13. Confidentiality

- 13.1. All sessions are kept private and confidential. Sessions cannot be overheard and are conducted in a safe and secure environment.
- 13.2. Sessions are confidential meaning no information is shared with anyone else unless there is a safeguarding concern for example, concerns for yours/someone else's safety, wellbeing, or life. If information must be shared due to a safeguarding concern, you will be told what information is being shared, who with and why it is being shared.
- 13.3. Clinical supervision is an important professional and ethical requirement for all practicing psychotherapists; therefore, you/your child may be discussed confidentially with my supervisor under a pseudonym. See clinical supervision policy for more details

14. Legal exceptions to obtaining your consent

There are some situations where I would be required to share your information with third parties, without your consent:

- 14.1. **Court Order:** If Sleek Therapy UK is required to disclose data about you, under a Court Order.

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- 14.2. **Child Protection:** If your therapist is concerned about the welfare of a child, i.e., where there are child protection issues relating to potential physical, mental, sexual abuse or serious neglect
- 14.3. **Risk to self or others:** Where there is an imminent risk of serious harm to yourself or harm or exploitation of others.
- 14.3.1. If you are seeking help and you are perpetrating a serious crime against someone, or you are actively suicidal, Sleek Therapy UK is unable to protect your right to privacy, as we must take appropriate action to protect the rights of children and vulnerable adults.
- 14.3.2. If you are worried about your safety or the safety of someone else, it is very important that you get access to the right kind of help ASAP. In crisis or high-risk situations, it may well be more suitable for you to prioritise getting linked up with a therapeutic team who specialise in crisis or high-risk situations. Sleek Therapy UK will do their best to make this link for you. In some cases, this may not be appropriate and you may be the best person to contact crisis care.

15. Your role in protecting your privacy

- 15.1. You acknowledge that the privacy of your communications and personal information can never be completely guaranteed when it is being transmitted over the internet.
- 15.2. You acknowledge and agree that you share information via the internet at your own risk.
- 15.3. You agree to take responsibility for your own role in safeguarding your data privacy in the email address you choose to use and whether you choose to password protect information you send to me.
- 15.4. Sleek Therapy UK requests that clients endeavour to take the following actions wherever possible:
- 15.4.1. To email from an email address that does not have your full name in it
- 15.4.2. To only include your first name in any documents you sent via email
- 15.4.3. To password protect documents that you may send via email

16. Your Rights

16.1. Your right of Access

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16.1.1. You have a right to make a written request for the details of personal information that Sleek Therapy UK holds about you. You can email sam@sleektherapy.co.uk

16.2. Your right to rectification

16.2.1. If you believe that any information, Sleek Therapy UK holds about you is incorrect, incomplete or needs updating, please email with details and changes will be promptly made. Any report or letter to a third party will be shared with you to which you can rectify it as you see fit.

16.3. Your right to portability

16.3.1. Any information that gets generated in our work together, such as reports or letters, you are most welcome to share with other people if that would be helpful to you.

16.4. Your right to lodge a formal complaint

16.4.1. If you believe that your rights under the GDPR regulation have been infringed, or that the processing of personal data relating to you does not comply with lawful regulation, visit the Information Commissioners Office to find out how such matters can be dealt with on your behalf. Their helpline is 0303 123 1113.

17. Responding to family members and concerned others

17.1. Sleek Therapy UK will not divulge any information of our working together to your family or other people who may contact for such

17.2. Sleek Therapy UK will not undertake work with anyone who has not given explicit written consent

17.3. Sleek Therapy UK is unable to process enquiries from family members or friends on behalf of someone else, unless they are a child; defined as being under the age of eighteen.

18. Contact

If you have any questions or concerns about how your data is processed or shared, please contact sam@sleektherapy.co.uk or 07536 186160

This Policy is approved and robustly endorsed by SLEEK THERAPY UK and is due for review every two years.

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S. Leek

SAMANTHA LEEK (Founder & Principal Therapist) | Date: 15th November 2021

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