

Frequently asked questions

You can find my full list of Policies and Procedures on my website. I can also provide you with a hard copy of these upon request.

What is the General Data Protection Regulations, 2018 (GDPR) and how does it affect me?

The GDPR replaces the 1998 Data Protection Act to ensure your personal and sensitive, confidential data is kept private and held securely, being processed in the way that you have agreed to. It is there to protect your rights as a consumer of a service or product that might involve your identifiable data, e.g. your name and address or whether you have a specific condition. It also covers any session records, text messages or emails we exchange. For more information you can read the policy documents accessible via your welcome information pack.

How long will you hold my information for?

Records will be held for eight years from completion of all qualifications in accordance with the ABC policy for Centre Record Keeping.

What if I don't want my records to be held for that long?

Under the GDPR you can make a request in writing to me, for all your records to be deleted. In this case all your paper records would be shredded with a cross shredding machine and any electronic data such as emails or text messages would be permanently deleted from the devices they are stored on. I would have to save the request for deletion you made but would not save any other data. In some circumstances my insurance company's legal team may want to verify information I process. I would also need permission from ABC to delete your records and would need to comply with their requirements.

Why do you need to record this information?

I collect information about; why you are using the service, a small amount of medical information and a small amount of information about your important others, alongside brief session notes. This information enables me to provide a high quality service to you, ensuring I am equipped with the knowledge of our previous discussions prior to each session. Your contact details / address and Doctors details will only be used with your explicit consent in extreme circumstances. See consent form below.

I also have some third party services that collect information that cannot identify you, when you visit my website. This lets me know how many visitors visit my website, what country they are from, and how long they spend visiting my website.

What lengths are made to ensure my information is held securely?

Hardcopy documents – Are all stored in a locked cabinet.

Text messages – My phone is secured with a pin code and facial recognition.

Emails – My email account requires a user name and password.

Email attachments – Any attachments sent by email to you containing your personal information would be password protected and the password would be sent to you via text message.

Electronic documents – Any electronic documents e.g. A letter to you, or an invoice, are password protected and stored on a password protected computer if they contain personal or sensitive information.

Is what we discuss kept confidential?

Everything we talk about during our tutorial sessions are strictly confidential between you and me, however I may need to share something with another tutor, although I would always discuss this with you first. To ensure I am doing my job effectively and that I have the right support, I may discuss elements of our sessions with my teaching supervisor. During these discussions I do not disclose any details that may identify you to my supervisor, and my supervisor also adheres to GDPR.

What if I see you outside of the session?

If we see each other outside of a session I may smile but will not engage in any further conversation to ensure your confidentiality. You are welcome to share with other people about the therapy you are receiving, but I am ethically bound by the ethical framework and obligated by GDPR law to ensure your confidentiality is protected. I would request that in order to ensure the success of your treatment, that where possible, you refrain from discussing the details of your treatment with me outside of your sessions.

What about other Health and Social Care Professionals?

As I adhere to the GDPR any contact, relating to you, with other health care professionals would only be made with your signed consent.

Exceptions:

In order to safeguard you and the people around you, if you were to disclose that you were going to carry out harm to yourself or someone else, then under my "Duty of Care" I am obligated by law to inform the relevant authorities. This is to support you to live well, and I would always aim to discuss this with you prior to contacting anyone.

If I was issued with a police warrant or court order for your information, by law I would also have to provide them with your information.

Please sign to state that you have been:

- advised that the full Privacy Policy is available to read at www.insightmaidstone.com
- advised that if you pay via BACS your name appears on my bank statement and in the unlikely event that I apply for a loan or mortgage it may be viewed by another person.
- that you have read, understood and agree with the above.

Signature: _____

Date: ____ / ____ / ____



(BLOCK CAPITALS PLEASE)

First Name:..... Surname:.....

Home address: Date of Birth: / /

.....

.....

..... Post Code:

Telephone number:

Name of employer:

Address:

.....

..... Post Code:

Contact name

and number:

Personal Emergency contact:

Name:

Relationship:

Telephone number:

Signature: _____

Date: ____ / ____ / ____

Please note when such time arises that you are no longer a student of Insight Training Maidstone these forms will be shredded according to my policy. However, the details on page 3 of this document will need to be held securely (on a password protected computer – mine requires facial recognition or password) for 7 years. This is in accordance with the ABC/ Skills Education Group policy on Centre Record Keeping. Please see over the page.

2.1 Learner Enrolment, Registration and Certification

- Full list of learners enrolled on each qualification offered;
- Date learners enrolled with the centre;
- Learner name, ULN (where applicable) and date of birth;
- Learner contact details;*
- Name of learner's workplace where work-based or on placement.
- Evidence of learner eligibility for access to the qualification;*
- Date certificates received and despatched to learners.

1 Skills and Education Group Award is a recognised awarding organisation and part of the Skills and Education Group.
2 Which may include Ofqual in England; Qualifications Wales; CCEA Regulation in NI.

Thank you.