

## Terms and Conditions

Welcome to our website. If you continue to browse and use this website, you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern Independent Psychology Practice Ltd. relationship with you in relation to this website. If you disagree with any part of these terms and conditions, please do not use our website.

The term 'Independent Psychology Practice Ltd.' or 'us' or 'we' refers to the owner of the website whose registered office is 6th Floor, 145 St. Vincent Street Glasgow, G2 5JF. Our company registration number is SC579279, registered with Companies House. The term 'you' refers to the user or viewer of our website.

The use of this website is subject to the following terms of use:

- The content of the pages of this website is for your general information and use only. It is subject to change without notice.
- This website uses cookies.
- Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.
- Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.
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- Unauthorised use of this website may give rise to a claim for damages and/or be a criminal offence.
- From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).
- Your use of this website and any dispute arising out of such use of the website is subject to the laws of England, Northern Ireland, Scotland and Wales.

### Business privacy policy

This privacy policy sets out how Independent Psychology Practice Ltd uses and protects any information that you give Independent Psychology Practice Ltd when you use this website.

Independent Psychology Practice Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Independent Psychology Practice Ltd may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from February the 7th 2018.

### Data Protection Notice

About Independent Psychology Practice Ltd.

Independent Psychology Practice is a private company that provides psychological services to the public, including psychological treatment and assessment, medico-legal reports, training, consultation, reflective practice and supervision.

### **About the personal information we use**

We use personal information on different groups of individuals including:

- Patients/ clients
- Complainants/ enquirers
- Survey respondents
- Professional experts and consultants

The personal information we use includes information that identifies you like your name, address, date of birth, postcode, phone number and email address.

We may also need to gather payment card details if you are paying for our services by credit or debit card.

Details about how you access our website such as the IP address, the browser you use and which pages you access.

We also use more sensitive types of personal information, including information about racial or ethnic origin; political opinions; physical health, mental health, religious or philosophical beliefs; genetic and biometric data; sex life or sexual orientation.

The information we use can relate to personal and family details; education; training and employment details; financial details; lifestyle and social circumstances; goods and services; visual images; details held in the patient medical record; responses to surveys.

### **Our purposes for using personal information**

We use personal information to enable us to provide private psychological services, expertise and/or mental health care to clients; research; maintaining our accounts and records.

### **Our legal basis for using personal information**

Independent Psychology Practice Ltd., as a data controller, is required to have a legal basis when using personal information. Our legal basis is that the use is necessary for:

- The provision of mental health assessment, care or treatment or delivery of psychological services and expertise to clients
- For the establishment, exercise or defence of legal claims or in the case of a court order

### **We need to collect information about you so that we can:**

- Communicate with you in a personal way. The legal basis for this is a legitimate interest.
- Deliver services to you. The legal basis for this is the contract with you.
- Verify your identity so that we can be sure we are dealing with the right person. The legal basis for this is a legitimate interest.
- Optimise your experience on our website. The legal basis for this is a legitimate interest.

On occasion we may rely on your explicit consent as our legal basis for using your personal information. When we do this, we will explain what it means, and the rights that are available to you. You should be aware that we will continue to ask for your consent for other things such as taking part in research.

### **How do we use the information that we collect?**

We use the information that we collect in the following ways:

- To communicate with you so that we can inform you about your appointments with us, we use your name and your contact details such as telephone number, email address, postal address.
- To create our invoice, we use your name/clients name. Date of birth and address may also be used.
- To process your payment, we may need to use your name and your payment card details
- To optimise our website so that users can find the information they need.

### **Who provides the information?**

We receive information directly from yourself or from other individuals and organisations involved in the delivery of health and care services, legal services or insurance services. These include information from NHS medical records, private medical or psychological reports, social care records, or case specific information provided to us by instructing parties.

### **Sharing personal information with others**

Depending on the situation, where necessary we will share appropriate, relevant and proportionate personal information in compliance with the law, with the following:

- Our patients and their chosen representatives and carers
- Staff
- Service providers, legal representatives or insurance organisations
- Healthcare social and welfare organisations
- Current, past and potential employers
- Educators
- People making an enquiry or complaint
- Professional bodies
- Business associates and consultants
- Police forces
- Central and local government
- Auditors and audit bodies
- Voluntary and charitable organisations

### **Retention periods for the information we hold**

- For cases where we are providing therapeutic intervention, we hold information gathered for a period of 7 years, e.g. handwritten treatment or assessment notes, psychological reports.
- For cases where we are providing assessing for the purpose of compiling medico-legal reports, notes taken during assessment will be deleted upon settlement of the case. We will retain the report for a period of 7 years.
- When completing medico-legal reports, we also hold information provided to us by other organisations e.g. medical records, specialist assessment reports, for the period necessary to complete and deliver the services required by clients. This information is deleted upon payment for the report.
- Personal information required to maintain accounts e.g. an individual's name and date of assessment, is kept indefinitely in order to maintain a record of accounts.

- We keep electronic invoices for 7 years, as this is the necessary length of time to comply with HMRC requirements.

### **How we protect personal information**

We take care to ensure your personal information is only accessible to authorised people. Our staff have a legal and professional duty to keep personal health information secure and confidential. The following security measures are also in place to protect personal information:

- We store your information on password protected computers and encrypted hard drives.
- It is company policy that passwords are not shared.
- We may take handwritten notes when we meet you for assessment and/or treatment. These notes may be used to create assessment or post-treatment reports we provide to either you as an individual, your GP if necessary, or another instructed party, such as a lawyer or insurer. Handwritten or electronic notes are kept in locked filing cabinets or saved on password protected computers that can only be accessed by company employees.
- All reports that are sent electronically are sent as attachments that are password protected.
- We send copies of our invoices to our accountant. These documents are sent electronically and password protected. The accountant is based in the UK.

### **Your rights**

#### *The right of access*

You have the right to access your own personal information. This right includes making you aware of what information we hold along with the opportunity to satisfy you that we are using your information fairly and legally. You can make a subject access request (SAR) by contacting the Data Protection Officer. We may require additional verification that you are who you say you are in order to process this request.

*You have the right to obtain:*

- Confirmation that your personal information is being held or used by us.
- Access to your personal information
- Additional information about how we use your personal information

#### *The right to rectification*

If the personal information we hold about you is inaccurate or incomplete, you have the right to request to have this corrected. If it is agreed that your personal information is inaccurate or incomplete, we will aim to amend your records accordingly, normally within one month, or within two months where the request is complex. We will contact you to let you know if this will be the case. Unless there is a risk to patient safety, we can restrict access to your records to ensure that the inaccurate or incomplete information is not used or until amended.

If on consideration of your request, Independent Psychology Practice Ltd. does not consider that the personal information is inaccurate, then we will add a comment to your record stating your concerns about the information. If this is the case, we will contact you within one month to explain our reasons for this.

If you are unhappy about how we have responded to your request for rectification, we can provide you with information on how you can complain to the Information Commissioners Office, or how to take legal action.

### **What if I want to have my information removed?**

If you want to have your data removed, we have to determine if we need to keep the data, for example in case HMRC wish to inspect our records. If we decide that we should delete the data, we will do so without undue delay.

### **Your right to object?**

When Independent Psychology Practice Ltd. is processing your information for the purpose of a task carried out in the public interest you have the right to object to the processing and also seek that further processing of your personal information is restricted. Provided Independent Psychology Practice Ltd. can demonstrate compelling legitimate grounds for processing your personal information, for instance patient safety or for evidence to support legal claims, your right will not be upheld.

### **The right to complain**

If you are unhappy with the way we use your personal information please tell our data protection officer using the contact details below:

Data protection officer

Independent Psychology Practice Ltd.

6th Floor  
145 St Vincent Street  
Glasgow  
G2 5JF

You also have the right to complain about how we use your personal information to the Information Commissioners Office (ICO). Details about this are on their website at: [www.ico.org.uk](http://www.ico.org.uk)

### **Website visits**

This section shows the information we collect when you use our website. Before providing us with your details, please read the following important information regarding:

- Collection of visitor information
- Hyperlinks
- Cookies
- Other techniques

### **Collection of visitor information**

We will only use the information that we collect about you lawfully, in accordance with data protection law.

The details you provide about yourself and any other information which identifies you ('Personal Information') is held by Independent Psychology Practice on this website [www.independentpsychology.co.uk](http://www.independentpsychology.co.uk) (the "Site") for operational purposes, for example contact information. We may also use your Personal Information to personalise your experience on the Site by informing you of new products or services that we may think are of interest to you.

Independent Psychology Practice gathers general information about users, for example, what services users access the most and which areas of the Independent Psychology Practice site are most frequently visited. Such data is used in the aggregate to help us to understand how the Independent Psychology Practice site is used.

We gather this information so that we can continue to improve and develop our services to the benefit of our users..

### **Hyperlinks**

We may provide hyperlinks from the site to third party websites. No liability is accepted for the contents of any site operated by a third party which may be accessed via links from the site. These links are provided for your convenience only and do not imply that Independent Psychology Practice approves or recommends the content of such sites. We encourage our users to be aware when they leave our site to read the privacy statements of each and every website that collects personal data. This Privacy Policy applies solely to information collected by Independent Psychology Practice.

### **Cookies**

Our website uses cookies to help us to provide you with a good experience when you browse our website and also allows us to improve our website.

#### **So what is a cookie?**

A "cookie" is a small text file that is placed on your equipment when you visit a website (equipment like computer, phone, and tablet).

There are several types of cookies:

- Functional cookies / Session cookies
- The functional or session cookies are used to provide services or to store your preferred settings. For example for:
  - Remembering the services you were interested in
  - Saving your preferences
  - Detecting abuse of our websites

#### **Analytical cookies**

These cookies are used to analyse your visit to our websites. For example, we analyse the number of visitors visiting our websites, the duration of the visits, the order of the pages visited and whether the pages of a website need to be adjusted.

With the help of the information we collect using analytical cookies we can make our websites more user-friendly as well as identify and solve possible technical problems on the websites. One such tool we use to gather analytical information is Google Analytics. On the web, you can choose to opt-out of Google Analytics by installing Google's opt-out browser add-on

#### **Marketing and tracking cookies**

Only if you have given us permission in advance will we use tracking cookies for commercial purposes. These cookies, often placed by third parties, help us to be able to offer you personalised offers. Third parties can follow your internet behaviour with tracking cookies. Independent Psychology Practice uses a Tag Management System from Google Tag Manager to manage the choice of cookies. This way we can guarantee that no cookies are processed that you have not explicitly given permission for.

## **Cookies from external parties**

Some of the cookies are used by third parties with our consent with the aim to bring certain products and services to your attention or to give you direct access to social media. These third parties include:

- Twitter
- YouTube
- LinkedIn
- Google AdWords
- Facebook

For the cookies that these external parties place, the information they collect with them and the purpose for which that information is used, please refer to the privacy statements of these parties on their respective websites. These statements can change regularly and we have no control whatsoever.

Would you like to know more about cookies? Go to [www.allaboutcookies.org](http://www.allaboutcookies.org)

## **Privacy options**

If you would prefer us not to set cookies on our Website, you can disable them by changing your internet browser settings. How to do this will depend on the browser you are using, but the following is a step-by-step guide to the most popular browsers:

### *Microsoft Internet Explorer:*

1. Click on the "Tools" menu
2. Select "Internet Options"
3. Click on the "Privacy" tab
4. Select the desired setting

### *Google Chrome:*

1. Click on the Customisation menu at the top right of the page
2. Select "Settings"
3. Select "Show Advanced Settings" and then "Content Settings"
4. Select the desired settings under the "Cookies" heading

### *Mozilla Firefox:*

1. Click on the "Tools" menu
2. Click on "Options"
3. Select "Privacy"
4. Choose the desired options under the "Cookie" menu

For all other browsers, please follow the instructions provided by the relevant browser, usually located within the "Help", "Tools" or "Edit" facility. If you only disable third party cookies, you will still be able to use this Website, but some of its content will not be as relevant to you. If you disable all cookies, this will result in our Website not working properly. If you do choose to disable cookies, this choice will only apply to the device you are using at the time. If you want to stop cookies being set on other devices, you will need to follow the relevant steps on each device. Please note that disabling cookies does not delete cookies from your browser, you will need to do this from within your browser.

Access to our database containing personal information on registered users of the Site is restricted. In order to increase security we ask you to input a password when you register as a user of the Site. Please keep this password secret. In addition, we encrypt your financial information using SSL (Secure Sockets Layer) technology so that no one else can access your credit card details as they travel through the Internet. SSL is certified by Verisign and is recognised as a secure way to pay on-line. As you may be aware, no data transmission over the Internet can be entirely secure. As a result, while we will always use reasonable endeavours to protect the personal information you provide to us, we cannot guarantee the security of your information and the use of our facilities (e.g. email) is at your own risk. If you have any questions about paying for your ticket through the Site, please contact Customer Relations.

### **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information that you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

### **Controlling your personal information**

We will not sell, distribute or lease your personal information to third parties unless we are required by law to do so.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to Independent Psychology Practice Ltd., 6th Floor, 145 St. Vincent Street Glasgow, G2 5JF.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at the above address. We will promptly correct any information found to be incorrect.

### **Website disclaimer**

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