

# Privacy Statement

Version 6 Therapy Clients

**REVISED MAY 2018 – NEXT REVIEW SCHEDULED JANUARY 2019**

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- Dr Michael Townend and Associates provide psychological services, including psychological assessments and therapy.
- We understand that you have provided us with personal and sensitive information and that this information is important to you. We are committed to protecting and respecting your privacy.
- We only collect and retain your personal information that enables us to perform our services.
- We will never use your personal information for marketing purposes or send you marketing materials. The only exception to this is that at the end of your course of therapy we may send you a questionnaire regarding your experience of therapy to ensure the quality of our service. This is voluntary and is pseudonymised.
- We will never sell your personal information to a third party.
- We will only share your personal information with selected third party/parties as part of our service provision to you. All third parties are vetted to ensure that they also comply with all applicable data protection regulations.
- We retain your personal information for 7 years, or until your 25<sup>th</sup> birthday (if you are a minor).
- We protect your personal information with security features to prevent unauthorised access.
- We will not transfer any of your personal data outside of the European Economic Area.
- You have a right to request a copy of the information that we hold about you.
- Where explicit consent to release information to a third party (ie your solicitor) has been provided, you may at any time withdraw this by informing us in writing to:
  - Dr Michael Townend C/O Spire Parkway Hospital, Damson Parkway, Solihull. West Midlands B91 2PP
  - michaeltownend@cognitivebehaviourtherapy.co.uk
- Please do contact us if you believe your personal information is not accurate.
- Under the Data Protection Act you have rights to erasure, restriction and objection in the processing of your personal data.
- We review all our policies on a regular basis, changes and updates to our Privacy Policy will be available on our website.