

PRIVACY STATEMENT

General Privacy Statement

How we use your data

In an effort to protect our clients' and site visitors' privacy and rights, we have established a Privacy Policy which explains what information we gather on visitors and what we do with Information that we gather.

This Privacy Policy governs the manner in which we collect, use, maintain and disclose.

Information collected from users of this Web site (each, a "User").

Privacy

Cognitive Therapy Derby is committed to protecting your personal data when you use our services and website.

Cognitive Therapy Derby complies with GDPR rules and regulations governing the use, storage and management of your data. If you have any queries, please do not hesitate to contact us at mick@derbycbt.co.uk You may also contact the Data Protection Commissioner if you feel that we have been unable to resolve your query to your satisfaction

This privacy statement relates to our use of any personal data you provide, and contains details of how we collect, use, disclose, transfer and store your personal data in connection with your relationship with us and in particular for your use of our services.

In order to provide you with the most suitable service(s) for your needs, we are required to collect personal data about you. Cognitive Therapy Derby is committed to safeguarding your personal data and is registered as a data controller with the Data Protection Authority. This means that we are responsible for deciding how we hold and use personal data that relates to you.

Whenever you provide personal data we are legally obliged to use your data for a lawful purpose and the processing must be fair and transparent in line with the Data Protection Act.

We are also required under the data protection legislation to notify you of the information contained in this Privacy statement.

It is important for you to read this Privacy Statement, together with any other privacy notices or statement we may provide on specific occasions when we are processing data related to you, so that you are aware of how and why we are using such information.

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Cognitive Therapy Derby will comply with data protection law. This means that personal data we hold about you must be:

- Used in a lawful, fair and transparent way;

- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes;
- Adequate, relevant and limited to what is necessary for those purposes;
- Accurate and kept up-to-date;
- Kept only for as long as necessary for the purposes we have told you about; and
- Kept securely.

Data Collection

We collect personally identifiable information from Users both face to face and through the website (online forms).

We may also collect information about how Users use our Web site, for example, by tracking the number of unique views received by the pages of the Web site or the domains from which Users originate. We use "cookies" to track how Users use our Web site.

Use of data processors

Data processors are third parties who provide elements of our service for us. We have contracts in place with our data processors. This means that they cannot do anything with your personal information unless we have instructed them to do it. They will not share your personal information with any organisation apart from us. They will hold it securely and retain it for the period we instruct.

Data Usage

At no time will our database of users ever be sold to any entity for the purpose of marketing or mailing lists. Personal information will not be sold or otherwise transferred to our business partners without your prior consent, except that we will disclose the information we collect to third parties when, in our good faith judgment, we are obligated to do so under applicable laws.

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People who email us

You need to be aware that any emails you send us may not be protected in transit.

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

Specific Privacy Statement for Use of Website Browsing

We collect certain information about your computer and your interaction with the site when you browse www.cognitivetherapyderby.co.uk

- Your IP address, and details of which version of web browser you used
- Information on how you use the site, using cookies

This data is not personally identifiable and by using the site you are agreeing to this data being collected. It is only used to help us monitor and improve the site

Cookies

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site. The table below explains the cookies we use and why.

Cookie Name	Purpose	Duration	Type
XSRF-TOKEN	Used for security reasons	Browsing session	Essential
hs	Used for Security reasons	Browsing session	Essential
SSR-caching	Used to indicate the system from which the site was rendered	1 minute	Essential
_wixCIDX	Used for system monitoring/debugging	3 months	Essential
_wix_browser_sess	Used for system monitoring/debugging	Browsing session	Essential
Consent-policy	Used for cookie-banner parameters	12 months	Essential
smSession	Used to identify logged in site members	Browsing Session	Essential
TS*	Used for security and anti-fraud reasons	Browsing session	Essential
bSession	Used for system effectiveness measurement	30 minutes	Essential
Fedops.logger.X	Used for stability/effectiveness measurement	12 months	Essential

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How do I change my cookie settings?

Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.aboutcookies.org or www.allaboutcookies.org.

To opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>.

You can accept or decline the use of cookies on our website

Specific Privacy Statement when accessing Therapeutic Services

What data will Cognitive Therapy Derby collect about me?

Personal data includes any information about an individual from which that person can be identified. It does not include anonymised data where the identity has been removed.

There are also "special categories" of data of more sensitive personal data that require a higher level of protection.

Access to our services via telephone/web link or in person require different types of information to be submitted. Most of the data we request is of a sensitive nature due to the nature of the work we provide, and may include information relating to health, substance use, employment and relationships.

This information is gathered so that we can make decisions about the most suitable service for your situation.

If you are accessing the service through a third party and are registered with them, personal and sensitive information may be collected through them. Their Privacy Policy applies.

If you are not already registered with the third party, they will require certain personal and possibly sensitive information about you for appointment booking and billing purposes. Their Privacy Policy applies.

How will Cognitive Therapy Derby use the data they collect about me?

Our lawful purposes for processing will fall into one of the following categories, dependent upon the service you are accessing;

Schedule2. Part 2; 10.a.ii. a person who in the circumstances owes a duty of confidentiality which is equivalent to that which would arise if the person were a health professional.

Schedule2 Part 2; 13.b. Where we are exercising a function of the States;

Schedule2 part 2. 14.d. The processing does not involve disclosure of the personal data to a third party without the consent of the data subject;

Schedule2. Part 2. 9. The processing is necessary in order to comply with an order or judgement of a court or tribunal having the force of the law in the UK

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Where data is obtained from someone other than you, this will be in most circumstances health and social care providers. In these circumstances you will be aware at the point of data collection who we may contact to enable us to complete the necessary work.

Information is only shared if we have a lawful basis for doing so.

From time to time it may be necessary for information to be shared with other professionals involved in your care. This can include, but is not limited to, your GP or other clinicians involved in your care.

What if I do not provide personal data to Cognitive Therapy Derby?

We need both personal and sensitive information to be able to provide an effective service.

If you do not provide certain information requested, we may be unable to provide you with a service.

How long will Cognitive Therapy Derby keep my personal data?

Unless the service you are accessing specifies otherwise personal data will be kept for a minimum period of 7 years post the end of our last formal contact with you.

Data may be kept for longer if, for example, there is a complaint and the data is required as part of the complaints process.

Personal data is held in electronic format (using 'Bacpac'), with some data kept in hard copy to enable certain working procedures to occur. Data is destroyed in hard copy once no longer required in that format and in order to minimize the potential for unauthorised access. In order to prevent unauthorised or unlawful processing, Cognitive Therapy Derby has put in place suitable physical, electronic and managerial procedures for both electronic and hard copy data to safeguard and secure the information that is collected and processed.

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What are my data protection rights?

It is important the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes whilst you are a client of ours.

In certain circumstances you may have the right to:

- Request access to your personal data (data subject access request). This enables you to receive a copy of the personal data we hold about you;
- Request correction of your personal data. This enables you to have any incomplete or inaccurate data we hold about you corrected;
- Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to use it.
- Request the restriction of processing of your personal data about you, for example if you want us to establish its accuracy or the reason for processing it; or
- Request the transfer of your personal data to another party.

We will not charge a fee for providing access to your personal data (or to exercise any of your other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with your request in

such circumstances. Cognitive Therapy Derby may need to request specific information from you to help us to confirm your identity and ensure your right to access your personal data or to exercise any of your other rights. This is another appropriate security measure to ensure that personal data is not disclosed to any other person who has no right to receive it.

Cognitive Therapy Derby complies with the Data Protection Act

Personally identifiable information we receive about you via www.cognitivetherapyderby.co.uk will not be disclosed to any third party without your prior consent or the requestor's demonstrated legal authority to receive it.

If you are referred by your GP, information may be shared with your GP.

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If you are seen via a third party, your appointment date and time will be shared with them via their appointment booking system. Your personal information will also be shared with them for billing purposes. Their Privacy Policies are applicable here.

If you are not ordinarily registered with any third party and wish to access their service, you will be required to provide them with personal information. Their Privacy Policies are applicable here.

If your appointment is taking place via remote video call, an email will be sent to you with a link to a what's app secure video call. The Whats app Privacy Policy is applicable. By using this application you are consenting to the terms. If you are unable to use the application, it will not be possible to offer you a remote therapy session.

We won't share your information with any other organisations for marketing, market research or commercial purposes, and we don't pass on your details to other websites.

The author reserves the right to update this policy at any time. It is your responsibility to ensure you have read and understood this policy.

This policy was last updated in January 2024.