

Privacy Notice for Parents



Toni Richardson
Play Therapist & Creative Arts Counsellor
bristol.creativeplay.therapy@gmail.com
07522 843 216

Updated 08/04/19

To comply with the General Data Protection Regulation (GDPR) I need to inform you of what data I hold about you and your child in relation to services provided to your child as a Therapist. I also need to inform you how this data is stored, protected and used.

Any information I keep about you or your child is held securely on password-protected laptops or locked in a filing cabinet. If I am made aware of any unauthorised access to my record-keeping systems I am required to notify you, my professional organisation Play Therapy United Kingdom (PTUK) and the Information Commissioners Office (ICO). In the event of my incapacity I have nominated a professional colleague who will be able to remove or retrieve information from my record-keeping systems in accordance with this notice.

I hold your contact details supplied on the referral form in order to contact you whilst delivering the therapy service to your child. Your phone number will be saved on my work mobile phone under your first name. Your email address (if supplied) will be added to my work gmail contacts with your full name. Any meetings we arrange will be stored on my work gmail calendar using your initials.

Session notes are anonymised and are used mainly for progress tracking and report writing. Occasionally the notes will be used to write an anonymised case study but only if you have given your specific permission for me to do so. The notes will be permanently removed from my record-keeping systems five years after the child's last session as required by my insurance company. I will delete your phone number from my work mobile phone and any text messages sent or received from you as soon as the final report has been completed. If you have given me your permission I will continue to store your email address for marketing purposes otherwise it will also be deleted.

Your child's name and date of birth along with a basic record of sessions are securely stored within PTUK's secure Caerus system on my Windows laptop.

The final report, referral forms and notes from our meetings together are password-protected and kept for five years after the child's last session. Other records such as consent and Strengths and Difficulties Questionnaire (SDQ) forms will be kept for the same period of time.

After the service has ended non-identifiable information will continue to be held about your child in order to meet the reporting requirements for my professional organisation and to keep general information about my service. This includes the date the sessions started, the date the sessions ended, SDQ data, the child's gender, referral need (e.g. grief, aggression, etc.) and the total number of sessions.

Any financial information regarding the service has to be kept for seven financial years in order to meet Her Majesty's Revenue & Customs (HMRC) taxation requirements. If specific services related to your child are listed on an invoice to an organisation your child is referenced by a code.

I will not share you or your child's information with anyone apart from within the agency/organisation/school in which I am delivering the service if it is appropriate to do so. In the event of a medical emergency, court subpoena or a safeguarding concern I am legally required to share information with the appropriate authorities. I would discuss the sharing of information with you first unless it was in an emergency situation.

You have the right to see any information that I hold about you and your child. You will need to make a request in writing and I will provide any information I hold within 20 working days.