



Carstairs Psychological Associates Ltd

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Privacy statement

Carstairs Psychological Associates Limited is a company that provides psychological services. The Director is Dr Kari Carstairs. She is registered with the Health & Care Professions Council and with the United Kingdom Council for Psychotherapy. As such, her practice is regulated and she is held to high professional standards of confidentiality.

The company is and will to continue to be registered with the Information Commissioner's Office under reference Z944518X. The nature of the work under this entry is Healthcare. The purpose for holding information is stated as "to enable us to provide health services to our patients, to maintain our accounts and records, promote our services and to support and manage our employees."

All associates with the company who provide psychotherapy services are either registered psychologists with the Health & Care Professions Council or they are registered as trainee or as full members of the United Kingdom Council for Psychotherapy. As such, their practice is regulated and they are held to high professional standards of confidentiality.

Information about you as a client who is receiving psychotherapy is held securely in paper files. You are given a case number and this case number is used to identify you in the company's accounts, which do not contain your name or any identification of your contact details. The company administrator draws up monthly invoices and these have your name and address on them but this person does not have access to your clinical file. All company computers are encrypted and protected by a password to prevent unauthorised access.

You may have some text or email communication with your therapist during the course of therapy. If you do, this will be printed off and kept in your clinical file. Electronic copies of these messages will be deleted no later than two years after you have sent them. Once you stop coming for therapy, after all invoices have been paid, the paper file is stored securely in the office. The file is then archived after about one year and stored securely in a local storage facility. After ten years, the whole paper file is shredded. The purpose of keeping the paper file for ten years is that sometimes, it is helpful to have access to the original notes even after you have stopped therapy, for example, if you ask for help to find another therapist or if you return for a follow-up session.

Your data will not be released to any third parties unless there were good reason during the course of your therapy to have urgent concerns about your immediate safety or the safety of another person and your therapist felt that it was essential to inform third parties (such as your GP or your psychiatrist) about this risk. In such a situation, your therapist will inform you about this as soon as possible. Also, all therapists who work for the company are required to have on-going clinical supervision as part of maintaining a high quality service. Supervisors are bound by the same professional standards of confidentiality but your name and any other information which could identify you are not revealed in these consultations.

Under the legislation known as the General Data Protection Regulation, you have certain rights as a data subject that you can read about here: <https://ico.org.uk/>

If you have any concerns about how your data is processed by the company, please bring it to the attention of the therapist you are seeing. Please also let Dr Carstairs know as the data controller and company director. You also can report your concerns to the Information Commissioners Office.

Dr. Kari S. Carstairs, Director

Associates: Dr. Bandhana Bhanot, Mr. Duncan Harris, Dr. Jasmin Aquan-Assee

Consultant: Dr. Robert Halsey

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