



Privacy Notice for Clients (June 2025)

This privacy notice explains how Cornwall Clinical Psychology (CCP) processes and protects your personal data in line with UK GDPR and Data Protection Act 2018.

CCP takes your privacy seriously. We collect, store and use personal data only as needed to provide safe and effective psychological services.

Data Control – What is processed and why

Cornwall Clinical Psychology is the **data controller** for all personal data collected.

We may collect:

- **Personal data:** name, address, email, phone number, GP and school details (where relevant)
- **Sensitive personal data:** therapy contracts, session notes, reports, outcome measures, diagnostic assessment records

If you complete our **online referral forms** (e.g. via Tacklit or Wix), we collect information securely through GDPR-compliant platforms.

The lawful basis for processing personal data

We process personal and sensitive data because:

- It is necessary for providing healthcare (legitimate interest / provision of health treatment)
- It is required to fulfil our contract with you

Your data will never be sold or used for marketing purposes.

How we will use your data

We use your data to:

- Provide psychological services
- Process payments
- Liaise with other professionals (only with consent, or as required by law or for safety)

Payments

Payments are processed securely via Stripe, a GDPR-compliant third-party processor. CCP does not store or access your card details.

Online appointments

For online sessions, CCP uses **secure, encrypted video platforms** (e.g. Tacklit, Zoom, Microsoft teams). Sessions are not recorded without explicit consent.

Cookies & website analytics

Our website (hosted via Wix) uses cookies for functionality and anonymous analytics (e.g. Wix Analytics, Google Analytics) to understand how visitors use the site. You can manage your cookie preferences via our cookie banner.

How long we keep your data

Your personal information will only be stored for as long as it is required.

- Contact details on mobile devices: deleted within 6 months of therapy ending
- Clinical records (including notes and reports): retained for 7 years after therapy ends (in line with BPS and HCPC guidance), then securely deleted

Sharing your data

Your data is kept confidential except where:

- You consent to information sharing (e.g. with your GP or school)
- There is a legal duty (e.g. court order)
- There is risk of harm to yourself or others
We will discuss disclosures with you unless doing so would increase risk.

What will NOT be done with your personal information

Your personal information will not be shared with third-parties for marketing purposes.

Your rights

You have the right to:

- Access your data (free of charge in most cases)
- Request corrections to inaccurate data
- Request deletion of data (where legally and ethically possible)
- Complain to the Information Commissioner's Office (ICO)

Cornwall Clinical Psychology reserves the right to refuse a request to delete a client's personal information where this is therapy records. Therapy records are retained for a period of 7 years in accordance with the guidelines and requirements for record keeping by The British Psychological Society (BPS; 2000)[1]and The Health and Care Professions Council (HCPC; 2017)[2].

Security

- Data is stored in secure, GDPR-compliant cloud systems
- Sensitive data is shared via password-protected files
- Emails use SSL encryption
- Devices used to access data are protected with passwords, antivirus software and encryption
- No unsecure Wi-Fi is used for handling personal data

Contact

For any data queries or concerns: admin@cornwallclinicalpsychology.co.uk

Policy review

This notice is reviewed annually or as needed to reflect changes in law or practice.

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Cornwall Clinical Psychology

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[1] The British Psychological Society (2000). Clinical Psychology and Case Notes: Guidance on Good Practice. Leicester: Division of Clinical Psychology, BPS. [2] Health and Care Professions Council (2017). Confidentiality – guidance for registrants. London: HCPC.