

Privacy Policy

Dr. Hannah Bashforth - Psychological Services

1. Introduction

Dr. Hannah Bashforth (referred to as "we", "us", or "our") provides psychological assessment, intervention, and medico-legal services. We are committed to safeguarding your privacy and processing your personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and guidance from the Information Commissioner's Office (ICO).

Our ICO Registration Number: Z3401641

This Privacy Policy explains how we collect, use, store, and protect your personal data, including how we use AI-assisted digital note-taking to support our services.

2. Why Do We Collect Personal Data?

We process your personal data under several lawful bases, depending on the nature of your interaction with us:

- Legitimate Interest: As a clinical psychologist and expert witness, we need to collect and process personal data to provide psychological services and medico-legal reports.
- Legal Obligation: If you are involved in litigation, we may need to process your data under legal requirements.
- Provision of Health or Social Care: For patients and clients receiving psychological treatment, we process special category data under Article 9(2)(h) UK GDPR.

3. What Data Do We Collect?

We may collect personal and sensitive data, including:

- Personal details: Name, gender, address, telephone number, email, next of kin (NOK), GP details.
- Health and Psychological Data: Information on psychological concerns, medical history, background, relationships, education, occupation.
- Communication Records: Emails, text messages, voice messages.
- Legal and Assessment Data: Court-related information, reports, and assessments.
- Billing Information: Invoices, receipts, and financial records.

This information may be provided directly by you or shared by professionals, such as GPs, solicitors, insurers, or occupational health providers.

4. Use of AI for Digital Note-Taking

We use AI-assisted tools for digital note-taking to improve the efficiency and accuracy of documentation during psychological assessments and interventions. AI tools are used solely for transcription and summarisation to support clinical decision-making.

- AI does not make independent decisions about your care.
- AI-generated notes are reviewed and verified by Dr. Hannah Bashforth before being stored.
- AI tools comply with UK data protection laws and operate within secure, encrypted environments.

5. How Do We Store and Protect Your Data?

We prioritise data security and ensure compliance with UK GDPR through the following measures:

- Electronic records only (no handwritten notes).
- Encrypted storage using Tresorit (end-to-end encryption).
- Secure email communication via Proton Mail (double encrypted service).
- Portable device security (password-protected storage).

- Regular deletion of unneeded data (following ICO retention guidelines).

6. How Long Do We Keep Your Data?

We retain your data only as long as necessary:

- 7 years from the completion of psychological assessments or interventions.
- Until a legal case is resolved, if part of litigation.
- Financial records (e.g., invoices) are kept for tax compliance purposes.

After this period, all paper records are confidentially shredded, and electronic data is permanently deleted

from encrypted storage.

7. Who Do We Share Your Information With?

We maintain strict confidentiality and only share data when necessary:

- With your consent, we may share reports with relevant parties (e.g., your GP, solicitor).
- Anonymised data may be used in professional supervision (as required by the Health & Care Professions Council (HCPC)).
- We may breach confidentiality only if there is a serious risk of harm to yourself or others.

8. Your Rights Under UK GDPR

You have the following rights regarding your personal data:

- Access: Request a copy of your data (Subject Access Request).
- Correction: Ask us to correct inaccurate data.
- Erasure ("Right to be Forgotten"): Request deletion of your data (unless legal obligations prevent this).
- Restriction: Ask us to limit processing under certain conditions.
- Objection: Challenge processing based on legitimate interests.

If you wish to exercise your rights, contact us using the details below.

9. Complaints & Contact Information

If you have concerns about how we process your data, please contact:

Dr Hannah Bashforth

213 Ashley Road, Hale, WA15 9TB

If you are not satisfied with our response, you can escalate your complaint to the Information Commissioner's Office (ICO):

ICO Address: Wycliffe House, Water Lane, Wilmslow, SK9 5AF

Website: www.ico.org.uk

10. Updates to This Privacy Policy

We may update this Privacy Policy from time to time. Please check our website regularly to stay informed about any changes.

Last updated: March 2025

11. Confidentiality & Information Sharing

Your information is kept confidential. Identifiable information will be minimised (where possible) so that individual patients/clients cannot be identified.

- Permission will be sought at the initial session to share any information with 3rd parties, usually in the form of a report.
- The option to share information with a person's GP will also be discussed at the initial session.
- There are certain circumstances in which we will need to breach confidentiality where there is sufficient evidence to raise concern about the safety of:
 - a) The client
 - b) Other people known to the client
 - c) The health, welfare, or safety of children or vulnerable adults

If the client makes any threats towards a 3rd party which are relayed to us, we will be duty bound

to advise the appropriate authorities.

12. Professional Supervision

As part of our professional conduct, and in compliance with the Health & Care Professions Council (HCPC),

we are required to undertake supervision of clinical activity. All individuals involved in supervisory practices adhere to a strict code of professional conduct. Information discussed and recorded as part

of this process is anonymous.