



Cope Psychology GDPR and Privacy Notice

Effective Date: 25 May 2018 (GDPR Compliance)

This notice explains how your personal information and therapy records are collected, stored, and used, in line with the **General Data Protection Regulation (GDPR)**. By engaging with this service, you are consenting to records being kept and processed as described below.

1. Why Records Are Kept

Keeping records is an essential part of psychological therapy and helps me:

- Understand your history and needs
- Track progress over time
- Provide reports if required (e.g., insurance, medical, or legal requests)

Confidentiality is always maintained unless disclosure is required by law or professional obligation, such as:

- Risk of serious harm to yourself or others
- Suspected or known abuse of a child or vulnerable adult

Where possible, you will be informed before disclosure.

2. Types of Records

Records may include:

- Session notes and observations
- Completed questionnaires and assessments
- Video recordings (for EMDR supervision, with consent)
- Correspondence with other professionals (e.g., GP, insurer)

Retention periods:

- Children's records: until age 26
- Adult records: 8 years after last contact

After these periods, records are securely and permanently deleted in accordance with UK health and social care guidelines:

<https://transform.england.nhs.uk/information-governance/guidance/records-management-code/>

3. How Records are Stored

- Paper records: securely stored in a locked filing cabinet
- Digital records: stored in a secure, encrypted cloud service
- Electronic communications: emails sent securely, encrypted or password protected; passwords sent separately via text or secure means

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- Devices: all computers, laptops, and phones used to access records are password protected

4. Sharing Information

Your information is not shared with others without your consent except where legally required. Examples include:

- Disclosures to protect life or prevent serious harm
- Mandatory safeguarding reports regarding children or vulnerable adults
- Requests from legal authorities when required by law

All letters or reports sent to third parties (e.g., GP, insurance) are marked Confidential.

5. Online and Video Sessions

Online therapy sessions via BilateralBase are secure and encrypted

Video recordings are used only for supervision and clinical review (not for training or marketing)

You may withdraw consent for video recording at any time without affecting therapy

6. Your Rights

You have the right to:

- Access your personal data via a Subject Access Request (SAR)
- Request correction of inaccurate information
- Request erasure where permitted by law
- Withdraw consent for video recordings (therapy can continue without recording)

SARs will be processed within 1 calendar month, and an administrative fee may apply if the request is extensive.

7. Emergency and Contingency Planning

In the event of the therapist's death or incapacity, records will be securely held by a named professional colleague, who will continue to maintain confidentiality and GDPR compliance.

8. Consent

By engaging with Cope Psychology, you acknowledge and consent to:

- Personal data and therapy records being collected, stored, and processed in line with this notice
- Video recording of sessions for supervision (unless you withdraw consent)
- Communication via secure email or text for therapy administration and appointment management

Key Links:

<https://ico.org.uk/>

<https://transform.england.nhs.uk/information-governance/guidance/records-management-code/>

