

## David Cervera Therapy Privacy Notice

This privacy notice explains how **David Cervera** collects, uses, stores, and protects your personal data and clinical records. It also outlines your rights regarding your data under the UK GDPR and the Data (Use and Access) Act.

### 1. Who I Am (The Data Controller)

I am a private therapist operating as a sole trader. For the purposes of data protection laws, I am the "Data Controller" of your personal information.

- **Name:** David Cervera
- **Contact Email:** hello@davidcerveratherapy.com
- **ICO Registration Number:** ZB771817

### 2. The Data I Collect & Why I Process It

To provide you with safe and professional therapeutic treatment, I need to collect and process several types of information about you:

- **Contact & Administrative Information:** Your name, date of birth, phone number, email address, and home address. I use this to manage our appointments and contact you regarding sessions.
- **Emergency Contact Information:** The name and telephone number of a trusted contact or your GP. I only use this in emergency situations where I am concerned for your immediate safety.
- **Special Category Data (Clinical Records):** This includes brief session notes, psychological histories, health details, and any therapeutic assessments. I hold this data to guide our therapeutic work and ensure clinical safety.

### My Lawful Bases for Processing Data:

Under data protection laws, I must have a valid legal reason to hold your data. My reasons are:

1. **Contract:** I need your administrative and contact details to fulfil our agreement to provide therapy.
2. **Special Category Data (Health & Social Care):** I process your health and clinical records under the specific legal basis that allows health professionals to provide healthcare and psychological treatment.

### 3. How Your Data Is Stored & Shared

Your confidentiality is a foundational part of our therapeutic relationship. I will never sell or rent your data, and I do not use it for marketing purposes.

- **Third-Party Software:** Your data is stored securely using GDPR-compliant professional services. For example, my digital clinical notes and bookings are managed on a password protected computer and note-taking program, and digital payments are handled securely via secure bank transfer.
- **Confidentiality Exceptions:** I will keep all of your information strictly confidential unless I am legally or ethically required to share it. This only occurs if:
  - I believe you or someone else is at risk of serious, imminent physical harm.
  - I am ordered to do so by a court of law.
  - It is a statutory requirement (such as reporting specific criminal acts under terrorism or money laundering laws).

#### 4. How Long I Retain Your Records

I do not keep your records indefinitely, but as a healthcare practitioner, I am required by professional insurance and clinical guidelines to retain them for a set period.

- **Adult Records:** Your clinical notes and contact records will be kept securely for **5 years** following our final session. After this period, any existing paper files are securely shredded, and digital files are permanently deleted.

#### 5. Your Data Protection Rights

Under data protection law, you have several rights regarding the information I hold about you:

- **The Right of Access (Subject Access Request):** You can ask for a copy of the personal data and clinical notes I hold about you at any time. In accordance with the law, I will fulfil reasonable and proportionate requests within 30 days.
- **The Right to Rectification:** You can ask me to correct any factual inaccuracies in your records.
- **The Right to Restriction or Erasure:** You can ask me to restrict or delete certain parts of your administrative data, though please note that I am legally and professionally required to retain core clinical notes for the retention period mentioned above.

#### 6. How to Make a Data Protection Complaint

If you have any concerns or are unhappy with how your personal data or clinical records are handled, you have the right to lodge a formal complaint directly with me.

To make a complaint, please email me at [hello@davidcerveratherapy.com](mailto:hello@davidcerveratherapy.com) with the subject line "Data Protection Complaint."

- **My Response Commitment:** I will formally acknowledge your complaint within 30 days of receiving it.
- **Investigation:** I will investigate your concerns thoroughly and without undue delay, keeping you updated on my progress.

If you remain unsatisfied with how I handle or resolve your complaint, you have the statutory right to escalate the matter to the UK data protection regulator:

- **Information Commissioner's Office (ICO)**
- **Website:** [www.ico.org.uk](http://www.ico.org.uk)
- **Helpline:** 0303 123 1113