

Section A	2
Introduction	2
Aim and Purpose	2
Information Governance Framework Principles for Ganna Konoplianyk (hourtalks.com).....	3
Section B	4
Privacy Notice: Use of information	4
Retention Schedule	7
Data Processing.....	8
Section C	10
Data Breach.....	10
Subject Access Request.....	11
Right to Erasure	11
Complaints	11
Safeguarding your privacy.....	12

Section A

Introduction

Data held by Ganna Konoplianyk (hourtalks.com) will be held lawfully and for the retention periods set out in section B of this policy document.

This document refers to:

- Written Documents
- Spreadsheets and filled forms
- Hardcopy case notes and files
- Database entries
- Images
- Recordings
- Emails
- Text messages
- Supervision notes
- Visits to the organisations website
- Social media communication
- Payment records
- Appointments scheduling

Aim and Purpose

The purpose of this document is to ensure that Ganna Konoplianyk (hourtalks.com) has a framework that ensures the rights and freedom of individuals in relation to their personal data (Article 1) and adheres to best practice in the management of client information and business records.

Information Governance sets out the way in which information collated by an organisation is managed and ensures that any information collected;

- is the right information
- is in the right place
- at the right time
- with the right people
- for the right reasons

This is a live document and may be updated at any time to reflect changes in law or growth of the business, and therefore should be revisited regularly to check for any updates. Ganna Konoplianyk (hourtalks.com) is fully committed to ensuring clients privacy and data protection rights.

For the purpose of this policy Ganna Konoplianyk is the named Data Protection Officer/Controller and Head of Organisation.

Information Governance Framework Principles for Ganna Konoplianyk (hourtalks.com)

- 1.** Assessment needs for Information Governance (IG) Training have been identified and fully met, with a 75 minute GDPR CPD Course provided by the Clinical Hypnotherapy School (www.clinicalhypnotherapyschool.com) completed. Refresher training is completed every two years.
- 2.** Any changes to the business processes and/or operations will be planned and will comply with the framework to ensure any risks to personal and sensitive information are minimised. (I will supervise my risk assessment detailing how I will minimise the loss of data should I choose to change the way I hold my clients' data).
- 3.** Any data collected is solely for the purpose of providing a psychotherapy and counselling service to an individual client, couple or a group of clients.
- 4.** The Caldicott Principles are used to provide guidance in best practice when handling personal data, alongside the ICO's Office Codes of Practice. (<https://www.igt.hscic.gov.uk/Caldicott2Principles.aspx>)
- 5.** All technology used to store or facilitate information and communication is maintained according to the Data Retention Policy for Ganna Konoplianyk (hourtalks.com).
- 6.** All records are identifiable, locatable, retrievable, and intelligible according to regulations set out by GDPR.
- 7.** It is the responsibility of the Data Controller to ensure sufficient resources are in place to prioritise adhering to Data Protection Legislation in the business.
- 9.** Any electronic devices where personal or sensitive, confidential information is held will be password protected.
- 10.** Procedures have been put in place to ensure the General Data Protection Regulations are met. These can be found in Section C.

Section B

Privacy Notice: Use of information

In accordance with this data retention schedule there may be occasions when data is not destroyed due to ongoing investigation, litigation or enquiry. The data will be deleted upon confirmation that it is no longer required.

On some occasions anonymised personal data will be retained whereby a client has provided a testimonial for use on the organisations website. When data is non-identifiable GDPR law is no longer applicable. Personal information is collated and stored in hardcopy in a locked filing cabinet behind a locked door.

- Any document containing personal data will state “Private and confidential” clearly.
- All emails will contain a privacy statement.

Under the General Data Protection and Retention (2018) legislation, regarding how your personal data is processed, all individuals have;

- the right to be informed;
- the right of access;
- the right to rectification;
- the right to erasure;
- the right to restrict processing;
- the right to data portability;
- the right to object; and
- the right not to be subject to automated decision-making including profiling.

Please note that Ganna Konoplianyk (hourtalks.com) does not use automated decision-making tools, including profiling.

If any information held is noted to be incorrect an individual can request a correction be made to their own personal information. If you wish for your data to be provided to another service provider, you may also request this in writing.

Website visitors

When an individual visits hourtalks.com, I use Google analytics who are considered a third party service, to collect information about what visitors do when they click on my website, e.g. which page they visit the most. Google analytics only collect non-identifiable data which means I or they cannot identify who is visiting. Ganna Konoplianyk (hourtalks.com) will always be transparent when it comes to collecting personal data and will be clear about how that data is processed. Google analytics privacy notice can be found here: <https://policies.google.com/privacy/update?hl=en>

Wordpress

Wordpress is a third-party service that hosts Ganna Konoplianyk (hourtalks.com) website. Wordpress also uses anonymised data to collect visitor information such as how long an individual remains on a page of a website. Wordpress privacy notice can be found here for further information: <https://en-gb.wordpress.org/about/privacy/>

Website Cookies

A cookie is a small file, typically of letters and numbers, downloaded on to a device when the user accesses certain websites. Cookies allow a website to recognise a user's device.

We might use cookies to recognize you when you visit our site or use our Services, remember your preferences, and give you a personalized experience:

Authentication cookies. If you're signed in to our Services, these cookies will help us show you the right information and personalize your experience.

Session cookies – These cookies store the ID of a user's session. The cookie is set when a user signs in and is used to restore the session without entering the personal data.

Security cookies – We use cookies for our security features, and to help us detect malicious activity. Preferences, features and services. These cookies help us to customise your preferences, such as which language you prefer and what your communications preferences are or to fill out forms on our faster.

Performance, Analytics and Research. Cookies help us to analyse our web site performance. We use cookies to improve our products, features, and services, including to create logs and record when you access our site.

Third-party cookies. We might use them for website analytics and advertising purposes, i.e. cookies which are set and can be accessed by servers respectively domains of our third-party providers.

What can you do if you don't want cookies to be set or want them to be removed.

Most browsers accept cookies automatically, however some people prefer not to allow cookies. You may change the security settings of your web browser in order to stop your device receiving and storing cookies, to allow receiving and storing cookies from selected websites you trust, or to be notified before receiving cookies. You may also delete cookies stored in your browser at any time. Information stored in such cookies will be removed from your device. However, that these settings may have negative effects on the web sites usability.

Browser manufacturers usually provide help pages relating to cookie management in their products. Please see below for more information:

– Google: <https://support.google.com/chrome/answer/95647?hl=en-GB>

– Internet Explorer: <https://support.microsoft.com/en-us/help/260971/description-of-cookies>

– Mozilla Firefox: <https://support.mozilla.org/en-US/kb/cookies-information-websites-store-on-your-computer>

– Safari (Desktop): https://support.apple.com/kb/PH5042?locale=en_US

Safari (Mobile): <https://support.apple.com/en-us/HT201265>

Android Browser: https://support.google.com/nexus/answer/54068?visit_id=1-636585517588941681-639659396&hl=en&rd=1

For other browsers, please consult the documentation that your browser manufacturer provides.

You may opt-out of third party cookies from Google Analytics on its website.

You can opt out of interest-based targeting provided by participating ad servers through the Digital Advertising Alliance (<http://youradchoices.com>). In addition, on your iPhone, iPad or Android, you can change your device settings to control whether you see online interest-based ads.

Website Widgets

My Website might include certain Social Media features and widgets, such as the “Facebook Like”, “Facebook Share”, “Facebook Pixel” “Instagram Follow”, “Twitter Tweet”, “Google +1” features, buttons or other interactive mini-programs (“Social Media Features”). These Social Media Features may collect information such as your IP address or which page you are visiting on our Website, and may set a cookie to enable them to function properly. Social Media Features are either hosted by a third party or hosted directly on our Website. Please be aware that if you choose to interact or share any Personal Information via such widgets, you are in fact providing it to these third parties and not to us. Your interactions with these third parties are managed by these Social Media policies and not ours. For example, you will not be able to use the “Facebook Like” button if you are not logged in to your Facebook account. Once you use the button this will be associated with your Facebook history, but we will not process this information.

Website Forms

If you fill in the form on my website (such as Book the First Session form or Intake Questionnaire) and submit it the Widget will automatically generate an email that will be treated as the rest of emails (I will either add this information to your personal file, delete it or treat as administrative communication via email).

Payment Records

I will retrieve information about your payments from PayPal, calendar records and online banking services to create a report for tracking and tax purposes.

Scheduled Appointments

I use Google Calendar services to schedule our appointments. Please, see their Privacy Policy here: <https://policies.google.com/privacy?hl=en-US>

Retention Schedule

Information Asset	Information Owner Asset	Retention	Trigger for Disposal
Administrative email and other administrative communication (including sent items)	Head of organisation	7 years, any remaining live data untouched until following review period.	End of retention period
Therapeutic email (including sent items)	Head of organisation	1 month after therapeutic work via email ends.	End of retention period
Contact details, text messages and recent calls information held on mobile devices	Head of organisation	All entries to be deleted prior to decommissioning of mobile device or reissue of device	End of retention period
Recordings	Head of organisation	1 year or earlier if consent is withdrawn	End of retention period
Appointments schedule in Calendar	Head of organisation	7 years after the end of the current tax period	End of retention period
Policies	Head of organisation	Until new policy has been put into place	End of retention period
Client records including session notes, initial consultation notes and client overview form	Head of organisation	7 years after final treatment session has ended. Child records should be held until after 25 th birthday, or 26 th birthday if aged 17 when treatment ends.	End of retention period
Safeguarding records	Head of organisation	7 years after final treatment session has ended, unless superseded by new insurance policy.	End of retention period
Complaints	Head of organisation	1 year from complaint being resolved	End of retention period
Right to Erasure Request	Head of Organisation	7 years from request being submitted and completed.	End of retention period

Information Asset	Information Owner Asset	Retention	Trigger for Disposal
Subject Access Request	Head of organisation	7 years alongside session notes, or plus 2 years from case closure if request is made after 6 years of storing data.	End of retention period

Hard copy data will be destroyed via a cross shredding machine owned by the organisation, electronic data will be permanently deleted.

Data Processing

What are the lawful basis for processing data at Ganna Konoplianyk (hourtalks.com)?

- **In relation to communicating with my clients:** The individual has given clear **consent** for their data to be processed for the specific purpose/s detailed in the consent form stored in their personal file.
- Processing is necessary in order to protect the **vital interests** of the data subject or of another natural person.
- Processing is necessary for your **legitimate interests** as specified in Article 9 of the GDPR:
 1. Processing of personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation shall be prohibited.
 2. Paragraph 1 shall not apply if one of the following applies:
 - (h) processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services on the basis of Union or Member State law or pursuant to contract with a health professional and subject to the conditions and safeguards referred to in paragraph 3;
 3. Personal data referred to in paragraph 1 may be processed for the purposes referred to in point (h) of paragraph 2 when those data are processed by or under the responsibility of a professional subject to the obligation of professional secrecy under Union or Member State law or rules established by national competent bodies or by another person also subject to an obligation of secrecy under Union or Member State law or rules established by national competent bodies.

This means that Ganna Konoplianyk (hourtalks.com) does not require consent to hold your data to provide a service but does require your consent to contact you for specific purposes. Participating in the service by attending more than one appointment implies that you agree with the Terms and Conditions provided to you at the commencement of service delivery.

Description of processing

The following is a broad description of the way this organisation/data controller processes personal information. Clients wishing to understand how their own personal information is processed may choose to read the FAQ's / Terms and Conditions for treatment document, which compliments the policies detailed here.

Reasons/purposes for processing information

Ganna Konoplianyk (hourtalks.com) processes personal information to enable the provision of Psychotherapy and Counselling, to advertise services and to maintain accounts and records.

Type/classes of information processed

Ganna Konoplianyk (hourtalks.com) processes information relevant to the above reasons/purposes. This information may include:

- personal details
- family, lifestyle and social circumstances
- goods and services
- financial details
- employment and education details

Ganna Konoplianyk (hourtalks.com) also processes sensitive classes of information that may include:

- physical or mental health details
- racial or ethnic origin
- religious or other beliefs of a similar nature
- offences and alleged offences

Ganna Konoplianyk (hourtalks.com) processes personal information about:

- clients
- suppliers
- business contacts
- professional advisers
- supervisors

Section C

Data Breach

All personal and sensitive data held by Ganna Konoplianyk (hourtalks.com) is held securely. Electronic data stored on a computer is stored on a password protected computer. This supports the ability to retrieve data in the event of faults. Hardcopy data is held securely in a locked cabinet behind a locked door.

In the case of a data breach Ganna Konoplianyk (hourtalks.com) shall comply with the regulations set out under Article 33 of the GDPR stated below:

1. In the case of a personal data breach, the data controller shall without undue delay and, where feasible, not later than 72 hours after having become aware of it, notify the personal data breach to the ICO, unless the personal data breach is unlikely to result in a risk to the rights and freedoms of the individual. Where the notification to the ICO is not made within 72 hours, it shall be accompanied by reasons for the delay.

2. The notification referred to in paragraph 1 shall at least:

(a) describe the nature of the personal data breach including where possible, the approximate number of data subjects concerned and the categories (e.g. sessions notes, phone numbers) and approximate number of personal data records concerned;

(b) communicate the name and contact details of the data controller where more information can be obtained;

(c) describe the likely consequences of the personal data breach;

(d) describe the measures taken or proposed to be taken by the controller to address the personal data breach, including, where appropriate, measures to mitigate its possible adverse effects.

4. Where, and in so far as, it is not possible to provide the information at the same time, the information may be provided in phases without undue further delay.

5. The controller shall document any personal data breaches, comprising the facts relating to the personal data breach, its effects and the remedial action taken. That documentation shall enable the supervisory authority to verify compliance with this Article.

6. In the event that a data breach will likely cause a risk to the rights and freedoms of client data, the data controller must communicate the nature of the breach in clear, concise and plain language, to the client/s involved, without delay.

7. If a breach occurs but the data controller has gone to appropriate lengths to protect the data held on the client (e.g. password encryption of electronic files), or if the data controller has taken subsequent action to prevent the risk (e.g. immediately blocking a mobile device) then notifying the client will not be required.

Subject Access Request

A Subject Access Requests (SAR) permits individuals to request a copy of their personal information.

A SAR must be acted upon within one month, at the most within two months, any longer and reasonable reason must be provided. There are no fees unless there is a disproportionate fee to the organisation for sending out the information. Application for SAR should be held alongside session records, unless application was made after eight years of the end of treatment. In which case the SAR will be held for a further two years after closure of SAR.

A SAR request will include information we hold about you, Ganna Konoplianyk (hourtalks.com) will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

SAR requests should be put in writing to Ganna Konoplianyk (hourtalks.com). A response may be provided informally over the telephone with your agreement, or formally by letter or email. ***If any information held is noted to be incorrect an individual can request a correction be made to their own personal information. If you wish for your data to be provided to another service provider, you may also request this in writing.*** I may have a legal basis to continue to hold your data and will notify you of this if that is the case. Any requests should be made in writing to Ganna Konoplianyk (hourtalks.com).

Right to Erasure

Any person may put in a request for their personal data to be removed (the 'right to be forgotten' or the 'right to erasure'). In this instance hard copy data will be shredded using a cross shredding machine owned by the organisation and any electronic data will be permanently deleted. The client will be notified of the completion. The request for deletion of data and the confirmation of completion will be held securely until eight years after the request was made. In some instances my supervisory body or insurance company may require me to lawfully hold your files until the end of their retention period. If this arises I will notify you at my earliest opportunity.

Complaints

Ganna Konoplianyk (hourtalks.com) hopes to meet the highest quality standards when processing personal and sensitive data. Complaints can help identify areas for improvement and therefore Ganna Konoplianyk (hourtalks.com) would welcome you raising any concerns you have.

These Information Governance Policy documents were created to be as transparent and understandable as possible. It will not be completely exhaustive of all aspects of data collection. If you would like further information about a specific process, please contact Ganna Konoplianyk (hourtalks.com).

If you feel you would like to make a complaint about how your personal and sensitive data is handled by Ganna Konoplianyk (hourtalks.com) you can contact Ganna Konoplianyk (hourtalks.com) directly. In the event that Ganna Konoplianyk (hourtalks.com) cannot resolve your complaint to your satisfaction you can contact the Information Commissioners Office on 0303 123 1113.

Safeguarding your privacy

In the event of my death or sudden illness, a trusted person will contact existing clients and archive any client files in accordance with General Data Protection Regulations.

This may mean shredding any hardcopy documents, and having any electronic documents saved on a hard drive professionally wiped or destroyed by a GDPR complaint technician.