

Privacy Policy

This website is owned by Wessex Psychiatrist whose contact details are on the website. By using our services or by visiting our website, you agree that we can use your personal information for the purposes described in this privacy policy.

1. Scope

1.1. Your data is important and we respect the information we collect, store and share about you. We are committed to maintaining the privacy and confidentiality of the information provided. When you use our services we may collect personal information about you.

1.2. We have written this statement to tell you:

- Our legal basis for processing information about you
- What information we collect about you
- How we collect that information
- What we use your information for
- What choices you have about what we can do with your information
- How to access and update your information

2. Legal basis for processing

2.1. The Data Protection Act 1998 and, from 25 May 2018, the General Data Protection Regulation (GDPR) requires that your personal data be kept privately unless we are legally obliged or required to disclose it to authorised parties. In such cases we will make such disclosures.

2.2. We can lawfully process personal information about you because we have a contract with you to make available our service. Your personal information is required to enable us to meet our obligations under the contract.

3. Information we collect

3.1. We collect personal information from you and from third parties as required and appropriate (anyone acting on your behalf, for example healthcare providers, solicitors).

3.2. We collect personal information from you through your contact with us, including by phone (we may record or monitor phone calls to make sure we are keeping to legal rules, codes of practice and internal policies, and for quality assurance purposes), by email, through our website, by app, by post, by filling in application or other forms, through social media or face-to-face (for example, in consultations, diagnosis and treatment).

3.3. We also collect information from other people and organisations as appropriate.

3.4. We process two categories of personal information about you and (where applicable) your dependants:

3.4.1. Standard personal information (for example, information we use to contact you or identify you) and

3.4.2. Special categories of information (for example, health information that allows us to tailor your care)

4. What we use personal information for

4.1. We process personal information for the purposes set out in this Privacy Statement. We have also set out some legal reasons why we may process personal information (these depend on what category of personal information we are processing). We normally process standard personal information if this is necessary to provide the services set out in a contract, it is in our or a third party's legitimate interests or it is required or allowed by any law that applies.

4.2. We do not share, sell or distribute your personal data with unrelated third parties, except as provided in this privacy policy and under limited circumstances.

4.3. By law, we must have a lawful reason for processing personal information. We process standard personal information if this is:

Wessex Psychiatrist Privacy Policy

- 4.3.1. Necessary to provide the services set out in a contract – if we have a contract with you, we will process personal information in order to fulfil that contract (that is, to provide you and your dependants with our products and services);
 - 4.3.2. In our or a third party's legitimate interests
 - 4.3.3. Required or allowed by law
- 4.4. We process special category information about you because:
- 4.4.1. It is necessary for continuity of care with appropriate medical practitioners including your GP, referrers and if you request, your insurance company
 - 4.4.2. It is necessary for the purposes of preventive or occupational medicine, to assess whether you are able to work, medical diagnosis, to provide health care or treatment, or to manage health-care systems (including to monitor whether we are meeting expectations relating to our clinical and non-clinical performance) or medicolegal purposes
 - 4.4.3. It is necessary for an insurance purpose (for example, advising on, arranging, providing or managing an insurance contract, dealing with a claim made under an insurance contract, or relating to rights and responsibilities arising in connection with an insurance contract or law)
 - 4.4.4. It is necessary to establish, make or defend legal claims (for example, claims against us for insurance)
 - 4.4.5. It is necessary for the purposes of preventing or detecting an unlawful act in circumstances where we must carry out checks without your permission so as not to affect the outcome of those checks (for example, anti-fraud and anti-money-laundering checks or to check other unlawful behaviour, or carry out investigations with other insurers and third parties for the purpose of detecting fraud)
 - 4.4.6. It is necessary for a purpose designed to protect the public against dishonesty, malpractice or other seriously improper behaviour (for example, investigations in response to a safeguarding concern, a member's complaint or a regulator (such as the Care Quality Commission or the General Medical Council telling us about an issue)
 - 4.4.7. It is in the public interest, in line with any laws that apply
 - 4.4.8. It is information that you have made public or
 - 4.4.9. We have your permission

Wessex Psychiatrist Privacy Policy

4.5. As is best practice, we will only ask you for permission to process your personal information if there is no other legal reason to process it. If we need to ask for your permission, we will make it clear that this is what we are asking for, and ask you to confirm your choice to give us that permission. If we cannot provide a service without your permission (for example, we can't manage and run a health service without health information), we will make this clear when we ask for your permission. If you later withdraw your permission, we will no longer be able to provide you with a service that relies on having your permission.

5. Third party privacy policies

5.1. Our site may contain links to websites owned by other organisations. If you follow a link to another website, these websites will have their own privacy policy.

5.2. We suggest that you check the policies of any other websites before giving them your personal information as we cannot accept responsibility for any other website.

6. Where we store personal data

6.1. The information you provide will be held securely by us and/or our data processors whether the information is in electronic or physical format.

6.2. The information that we collect from you will be transferred, processed and stored according to the stipulated regulations in the UK.

6.3. We will not share any of the information you provide with any third parties for marketing purposes or store any of your information outside of the European Economic Area.

6.4. We are committed to ensuring that our suppliers have appropriate technical, administrative and physical procedures in place to ensure that your information is protected against loss or misuse. All information you provide to us is stored on our secure servers or on secure servers operated by a third party.

7. Emails

7.1. If you choose to send us information via email, we cannot guarantee the security of this information until it is delivered to us.

8. Your rights

8.1. You have the right to access your information and to ask us to correct any factual inaccuracies or restrict the use of your information. You also have the right to object to us using your information, to ask us to transfer of information you have provided, to withdraw permission you have given us to use your information and to ask us not to use automated decision-making which will affect you. For more information, see below.

8.2. You have the following rights (certain exceptions apply):

8.2.1. Right of access: the right to make a written request for details of your personal information and a copy of that personal information

8.2.2. Right to rectification: the right to have inaccurate factual information about you corrected or removed

8.2.3. Right to erasure ('right to be forgotten'): the right to have certain personal information about you erased

8.2.4. Right to restriction of processing: the right to request that your personal information is only used for restricted purposes

8.2.5. Right to object: the right to object to processing of your personal information in cases where our processing is based on the performance of a task carried out in the public interest or we have let you know the processing is necessary for our or a third party's legitimate interests. You can object to our use of your information for profiling purposes where it is in relation to direct marketing

8.2.6. Right to data portability: the right to ask for the personal information you have made available to us to be transferred to you or a third party in machine-readable formats

8.2.7. Right to withdraw consent: the right to withdraw any consent you have previously given us to handle your personal information. If you withdraw your consent, this will not affect the lawfulness of our use of your personal information prior to the

Wessex Psychiatrist Privacy Policy

withdrawal of your consent and we will let you know if we will no longer be able to provide you your chosen product or service

8.2.8. Right in relation to automated decisions: you have the right not to be subject to a decision based solely on automated processing which produces legal effects concerning you or similarly significantly affects you, unless it is necessary for entering into a contract with you, it is authorised by law or you have given your explicit consent. We will let you know when such decisions are made, the lawful grounds we rely on and the rights you have.

8.3. Please note that other than your right to object to the use of your data for direct marketing (and profiling to the extent used for the purposes of direct marketing, which we do not intend to do), your rights are not absolute: they do not always apply in all cases and we will let you know in our correspondence with you how we will be able to comply with your request.

8.4. If you make a request, we will ask you to confirm your identity if we need to, and to provide information that helps us to understand your request better. If we do not meet your request, we will explain why.

9. Cookies

9.1. This website uses cookies and tracking software to better your experience while visiting the website. Where applicable this website uses a cookie control system allowing you on your first visit to the website to allow or disallow the use of cookies on your computer / device. This complies with recent legislation requirements for websites to obtain explicit consent before leaving behind or reading files such as cookies on computers or other devices.

9.2. Cookies by themselves cannot be used to discover your identity. A cookie is a small piece of information which is sent to your browser and stored on your computer's hard drive. You can set your browser to notify you when you receive a cookie. This enables you to decide if you want to accept it or not. For more information about cookies, including how to set your browser to reject them, please go to www.allaboutcookies.org.

Wessex Psychiatrist Privacy Policy

9.3. Should you wish to deny the use and saving of cookies from this website on to your computer's hard drive, please take necessary steps within your web browser's security settings to block all cookies from this website and its external serving vendors.

10. How to contact us

We welcome questions, comments and requests regarding this Privacy Statement. Our contact details can be found on our website.