

**Dr Katrina Lake**  
**Consultant Clinical Psychologist**  
**Data Protection Policy**

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**Policy outline**

This policy outlines how sensitive and personal information is collected, managed and stored to meet data protection standards. Dr Katrina Lake uses this information in accordance with the Data Protection Act (1998) and General Data Protection Regulation (GDPR, 2016). In line with these legal requirements, Dr Katrina Lake is the Data Controller. This document should be read in conjunction with the Privacy Notice (this can be accessed at [www.lakepsychology.co.uk](http://www.lakepsychology.co.uk)).

**Data gathered and held**

Dr Katrina Lake needs to gather and use information about individuals to provide psychological assessment and therapy as well as supervision services. This information is collected and retained because there is a legitimate interest in needing to collect this information, for example to confirm appointments or to process payments.

In the event of another organisation having access to your data I will inform you if they are acting as a data controller or data processor. I will also inform you why they are processing your data.

The requirements of the Data Protection Act (1998) will be applied to all data gathered and held:

- Processed fairly and lawfully
- Obtained only for lawful purposes, and is not further used in any manner incompatible with those original purposes
- Accurate and, where necessary, kept up to date,
- Adequate, relevant and not excessive in relation to the purposes for which it is processed
- Not kept for longer than is necessary for those purposes

- Processed in accordance with the rights of data subjects under the Data Protection Act
- Protected by appropriate technical and organisational measures against unauthorised or unlawful processing and against accidental loss, destruction or damage
- Not transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection of the personal information

### **Data/Subject Access Requests**

All individuals whose data is held by Dr Katrina Lake has a legal right to request access to the data. These requests, called Subject Access Requests (SARs) should be made in writing to Dr Katrina Lake by email ([katrina@lakepsychology.co.uk](mailto:katrina@lakepsychology.co.uk)). A response will be made within 30 days. The request will usually be processed free of charge. Verification of the identity of anyone making a Subject Access Request will be required. Personal information which is permitted by law to be withheld may not be shared if the information that would be shared would violate your vital interests (for example, in the event that sharing this information will have serious negative/life or death consequences).

### **Data Storage and Security**

Data which is stored on paper, will be kept in a secure, locked filing cabinet when not required. Data stored on paper will be shredded and disposed of securely when it is not longer required and/or has reached the end of the data retention period (please see below). Data which is stored electronically is protected from unauthorised access by the use of strong passwords. Computers will be protected by approved security software. Electronic data will be backed up regularly and these backups will be tested regularly. Where data is uploaded to cloud systems, these will be compliant with GDPR. Personal and sensitive data will only be shared with other parties with the explicit consent of the client (and or parent/guardian for minors aged under 16 years). Data will be encrypted before being transferred electronically.

In certain circumstances, such as in the event of serious concerns about risk to an individual or others, Dr Katrina Lake is legally obliged to disclose such data to statutory agencies such as the NHS, Social Services or the Police.

### **Data accuracy, retention and disposal**

Dr Katrina Lake will take reasonable steps to ensure personal and sensitive data is kept accurately and is up to date. Personal data pertaining to contact details such as name, address, telephone number(s), GP and email address is held on a Clinic Management System (Pabau). Dr Katrina Lake takes every opportunity to ensure such data is correct with amendments being updated as soon as possible. Clients will be encouraged to update personal information if it is subject to change.

Dr Katrina Lake recognises that the secure disposal data is a key element to compliance with legal requirements. All data, paper or electronically held, will be securely destroyed or eradicated after a period of six years from the last contact with the service or six years after the age of 18 for children.

### **Data breach procedure**

In the event of a breach of personal or sensitive data, the individual concerned as well as the Information Commissioners Office (ICO) will be informed as soon as possible after the breach has been identified.

If you have any concerns or questions about this policy, please get in contact with me ([katrina@lakepsychology.co.uk](mailto:katrina@lakepsychology.co.uk)). If I am unable to resolve your concerns, you can contact the Information Commissioner's Office: <https://ico.org.uk/for-the-public/raising-concerns/>