**Privacy Policy**

**General Data Protection Regulation (GDPR)**

**Who are we?**

Applied Psychologies Ltd is a leading educational psychology service providing support to over 140 schools in the UK. Our work includes working directly with young people, their teachers, parents, carers and other key staff to remove barriers to learning. We also work with education settings to provide systemic support, staff supervision and CPD. Our team includes:

* Educational Psychologists
* Graduate Psychologists
* Therapists
* Specialist Teachers (ASC and Interaction & Communication)
* Specialist Paediatric Occupational Therapist
* Administrative and business support staff

**What is a Data Controller?**

In relation to **GDPR**, Applied Psychologies Ltd is a **Data Controller.** This means that we determine the purposes for which, and the manner in which, your personal data is processed. We have a responsibility to you and your personal data and will only collect and use this in ways which are compliant with data protection legislation.

**What information do we collect?**

The type of information that we collect, hold and share during the course of our involvement with a setting or young person includes the following:

* Personal information of pupils and those that have responsibility for the pupils (e.g. name, date of birth and address)
* Reasons for support which may include, but is not limited to:
  + Educational attainment
  + Attendance information
  + Assessment information
  + Behavioural information
  + Strengths and difficulties of the pupil
  + Special educational needs information
  + Relevant medical information
* Consent forms from schools containing background information with parent or guardian consent
* Records and reports from other professionals or services relevant to our involvement such as such as paediatricians, speech and language therapists, teachers and social workers
* Images, video and audio recordings, digital and paper records that support our work with a setting or young person
* School information (contact names, email addresses)
* Personal information of staff including names and contact details

**Why do we collect your personal information?**

We use your personal information to:

* Work with children or young people to gain an understanding of strengths and needs
* Assess and advise on the most appropriate level of support
* Undertake consultation with adults who work with the child or young person
* Support and deliver interventions, such as, but not limited to, therapeutic approaches and Paired Reading
* Provide schools, settings and parents with a report to inform their ongoing support for a child or young person
* Evaluate and quality assure the services we provide
* Undertake research to help understand and improve the quality of education for children and young people
* Engage in supervision (discussions with other psychologists and professionals) to maintain and develop our professional practice
* Work with settings at a systemic level such as organisational work or critical incidents

This information is used to help us in the following ways:

* To support pupil learning
* To write specialist teacher reports and action plans for pupils
* To assess for access arrangements
* To write reports
* To monitor and report on pupil progress
* To assess the quality of our services
* To support school staff

**Who do we obtain your information from?**

Most information will be obtained directly from schools, pupils and parents. Additional information may be processed from:

* Medical reports
* Applied Psychologies personnel reports (where we have had prior involvement)
* Previous involvement from other professionals outside of Applied Psychologies

**Who do we share your personal data with?**

We share pupil information with:

* The current school the pupil attends
* Pupils and parents (via the school)
* Applied Psychology team members working to improve outcomes for children and young people

We will not share any information outside Applied Psychologies without your consent unless we have a lawful basis for doing so.

**How long do we keep your personal data?**

We will hold personal information securely and retain it from the child /young person’s date of birth until they reach the age of 25, after which the information is archived or securely destroyed.

Some personal information that is stored as part of a professional training process or for a specific intervention (such as Video Interaction Guidance) will be kept for less time than this. You will have given informed consent in these cases.

Other customer information will be stored only for as long as is operationally necessary.

**What rights do you have over your data?**

Under the GDPR, parents, pupils and clients have the following rights in relation to the processing of their personal data:

* To be informed about how we process your personal data (This notice fulfils its obligations)
* To request access to your personal data that we hold and be provided with a copy of it
* To request that your personal data is amended if inaccurate or incomplete
* To request that your personal data is erased where there is no compelling reason for its continued processing
* To request that the processing of your personal data is restricted
* To object to your personal data being processed

**Where we store your personal data:**

The data that we collect from you may be transferred to and stored on our Microsoft SharePoint application which utilises data encryption and secure Microsoft servers for data storage, based in the UK. Our SharePoint administrator controls access to data within the application by allocating individual’s privileges and permissions. Additionally, there is password protection of any documentation or report which includes personal details of young people. In respect of any documentation that relates directly to a child, only initials are used, to protect children’s identities.

Paper based documentation is stored in lockable filing cabinets, but we are aiming to minimise paperwork by scanning and storing documents electronically.

**Disclosure of your information:**

We may disclose your personal information to third parties if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply any agreements; or to protect the rights, property, or safety of Applied Psychologies personnel, or others. This includes exchanging information with other organisations for the purposes of safeguarding or other statutory regulations we have to comply with.

**Link to further GDPR information:**

<https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/>

*Please be aware that we do not have any control over the information on this site and it should only be used for additional information.*

**Complaints procedure:**

If you have any concerns about the way we handled your personal data or would like any further information, then please contact us as outlined below.

**Applied Psychologies Contact:**

Email: [info@appliedpsychologies.com](mailto:info@appliedpsychologies.com)

Website: <https://www.appliedpsychologies.com>

Address: Hesslewood Hall, Hessle, HU13 0LH

Telephone: 01482 643458

You also have the right to lodge a complaint with the UK data protection regulator, the Information Commissioner’s Office (“ICO”). Contact details are below:

**First Contact Team, Information Commissioner’s House, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Tel: 0303 123 1113.**

For further information on your rights and how to complain to the ICO, please refer to the ICO website <https://ico.org.uk/concerns>