



Privacy Notice

What Works Psychology Limited

Effective Date: 13/10/2025

Contact Details

Business Name: What Works Psychology Limited

Registered Address: Pandle House, Grange Road East, Wirral, CH41 5FD

Email: contact@whatworkspscychology.co.uk

Introduction

Your privacy is important to us. We collect only the information necessary to run our website, deliver psychological therapy, and respond to enquiries. All therapy records are confidential and stored securely. You can request access to your data or ask for corrections at any time.

The Type of Personal Information We Collect

Information you provide directly, for example when you:

- Schedule an appointment (online or in person)
- Complete intake or referral forms
- Participate in therapy sessions
- Communicate via email, phone, or our website contact form
- Provide feedback or testimonials
- Download free resources

Information collected automatically when you visit our website:

- IP address
- Browser type and version



- Operating system
- Referral source
- Pages visited
- Date and time of visit

How We Get Your Personal Information and Why We Collect It

You provide most information directly, for example when you:

- Submit a contact form via our website
- Provide referral or intake information
- Contact us by email or phone
- Engage in psychological therapy
- Subscribe to our mailing list or free downloads

Indirect collection:

We may receive information from other health or social care professionals (e.g., GP referrals) with your consent or where legally permitted.

We use your information to:

- Deliver and manage psychological therapy
- Maintain secure clinical records in line with HCPC and legal standards
- Contact you about appointments, reports, or service updates
- Share reports with other professionals (with your consent)
- Respond to website enquiries
- Improve our website and services
- Book therapy rooms that require your name and appointment time for room allocation

Legal Basis for Processing Your Data

We process personal data under UK GDPR on the following bases:

- **Contractual obligation:** To deliver the services you request
- **Legal obligation:** To meet safeguarding and clinical record-keeping requirements
- **Legitimate interest:** To respond to enquiries and operate our business effectively

Special category health data is processed under:

- **Article 9(2)(h):** Provision of health care or treatment
- **Article 9(2)(a):** Explicit consent (where applicable)

You do **not** need to provide marketing consent to access therapy.

Confidentiality in Therapy

All therapy information is confidential and stored securely using a combination of:

- **WriteUpp** – our clinical notes and practice management system
- **Proton Drive** – encrypted cloud storage for reports, documents, and supplementary clinical files
- **Microsoft Office / Teams** – secure email, document creation, and video communication

Only authorised clinicians access your information.

Information is shared with others only with your consent or when legally required (e.g., safeguarding concerns).

As part of maintaining accurate clinical records, your data may be securely transferred between GDPR-compliant systems (e.g., moving from one secure clinical platform to another). This does not change how your data is used.



Data Sharing

We do not sell or rent your data. We only share information with trusted third-party providers that support our operations:

- **DreamHost** – Website hosting
- **Cloudflare** – Domain management & website security
- **WordPress / WPForms** – Website functionality
- **FormSubmit** – Collection of contact form enquiries
- **SendFox** – Email signup & mailing list management
- **Microsoft Office / Teams** – Email, documents, and video communication
- **WriteUpp** – Clinical notes and practice management
- **Proton Drive** – Encrypted storage for clinical documentation
- **Pandle** – Invoicing & accounting
- **Stripe** – Secure payment processing
- **Monzo Business** – Business banking
- **Clinical centres** – Your name and appointment time may be shared for room booking and security

All providers operate under data processing agreements and follow our instructions.

If we begin using Google Ads or related tracking tools, we will update this notice before activation.

How We Store and Protect Your Personal Information

- Data is stored using encrypted cloud-based systems
- Clinical notes: **WriteUpp**
- Documents/reports: **Proton Drive**



- Communication/documents: **Microsoft Office 365 / Teams**

Retention periods:

- **Therapy records:** 7 years after your final session (or until age 25 for clients under 18)
- **Enquiries and mailing list data:** Until you withdraw consent or request deletion

Data is securely deleted or anonymised when no longer required.

Your Data Protection Rights

Under UK GDPR, you have the right to:

- **Access** your data
- **Rectify** inaccurate information
- **Request erasure** (in certain circumstances)
- **Restrict processing**
- **Object** to certain activities
- **Request data portability**

To exercise your rights, contact: **contact@whatworkspychology.co.uk**

We aim to respond within one month.

Cookies

We use essential cookies for security and basic website functionality. These do not collect personally identifiable information. You can manage cookies through your browser settings.



International Data Transfers

Some providers (e.g., Microsoft, Cloudflare) may transfer data outside the UK.

Such transfers use approved safeguards such as **Standard Contractual Clauses (SCCs)**.

How to Complain

If you have concerns about how your data is used, contact us at:

contact@whatworkspychology.co.uk

If you are not satisfied, you can contact the ICO:

Information Commissioner's Office

Wycliffe House, Water Lane

Wilmslow, Cheshire SK9 5AF

 0303 123 1113

 www.ico.org.uk