GDPR Privacy Notice for Client/Patient

Imagine Health takes the confidentiality of our clients very seriously. This Privacy Notice explains how Imagine Health complies with the GDPR (General Data Processing Regulation) regarding what client/patient data we hold, and how and why we store and process it.

What Data do we hold?
- Client/Patient personal details such as name, address, DOB
- Client/Patient’s private therapeutic notes including background information, assessments, and any electronic correspondence relevant to therapy, such as referral letters.

Why do we hold Data?
Imagine Health use Client/Patient Data only in relation to the specific therapy programme requested and the administration involved in delivering that therapy.

Do we share Data?
- Imagine Health recognises Lancaster University as a working partnership, operating a fully integrated service to include client/patient data sharing.
- Under no circumstance will Imagine Health share any personal details with any third parties unless legally obliged to do so. In such cases, the document will be sent directly and securely to the approved recipient and, when transmitted by email, will be protected, and authenticated through a separate method of communication e.g., text message.

How do we store Data?
Imagine Health store all client/patient information on WriteUpp’s secure patient management system which is a recognised GDPR compliant Pathway Software server, used by NHS Trusts and private medical practices. All client/patient records will be retained for a period of 7 years post therapy admission under the lawful basis of legitimate interest.

Your Rights
Imagine Health holds and processes personal details relating to a client/patient’s therapy programme only as specified above in accordance with GDPR legislation. All initial referrals made to Imagine Health are in accordance with client/patient consent, enabling Imagine Health to contact client/patients regarding therapy sessions.

Where there is legitimate interest under the GDPR, client/patients have the right to:
- Request a copy of this data
- Request correction of any inaccurate or out-of-date data
- Request erasure of the data when it is no longer necessary to hold it
- Request the transfer of this data to another data controller

All the above complies with the GDPR using contract as a lawful basis for processing the data held by Imagine Health. For further details please email our data protection officer at info@imaginehealth.co.uk