

Play Therapy Services



Play Therapy Services Privacy Policy

About us

Play Therapy Services is an independent practice of play therapists all of whom are members of the British Association of Play Therapists.

Carol Platteuw is the Director and Clinical Lead.

Our contact details are Play Therapy Services, 1 Beacon Mews, South Road, Weybridge, Surrey KT13 9DZ Tel no 01932 829587

Email info@playtherapyservices.co.uk

Website www.playtherapyservices.co.uk

Play Therapy Services policies and procedures comply with data protection law including the General Data Protection Regulation. Carol Platteuw is the controller and processor responsible for the personal information held about clients of the service. Play Therapy Services is registered with the Information Commissioners Office

Why Play Therapy Services holds information about you.

Play Therapy Services is a therapy service and an adoption support service. Keeping client records appropriate to the service provided is both a professional responsibility and is also necessary to facilitate the therapeutic work. Therefore your consent to the terms on which we keep client records is agreed as part of the therapy contract with you.

What information is held

Therapists may hold any or all of the following information about parents and children :

A referral form detailing reasons for referral provided by the referrer

Background information regarding the child provided by the referrer

Contact information i.e. phone numbers, email addresses, postal addresses provided by the referrer

Information regarding the specific reasons why the family sought therapy and details of current family functioning (provided at the intake meeting by the parent)

Recordings of parent meetings

Recordings of child therapy sessions

Final reports prepared by therapists at the end of the intervention

Video recordings of sessions – where specific consent has been agreed in advance for this.

How information is stored

As a matter of professional responsibility, a file is held on each child or young person that the service works with. This is either a paper file or on electronic file. Paper files are stored in securely locked filing cabinets. Electronic files are stored on encrypted devices. Play Therapy Services uses a secure email system and if files are sent using email an additional secure service is used where files are password protected.

How long information is stored

When a child or young person ceases to receive work from the service the file is securely stored at Play Therapy Services offices until the Child's 26th birthday. Only session recordings and Play Therapy Services reports are kept. Everything else is securely shredded.

What information will be shared

Information about clients is regarded as both personal and sensitive and is held on a strictly confidential basis, subject to certain exceptions i.e. disclosures required by the law and disclosure agreed with the client, which are as follows:

Every therapist is required to have clinical supervision. Details of the therapy will be shared with the therapist's clinical supervisor on the same confidential basis as stated in this policy.

Play Therapy Services will provide client information as required by law, i.e. where required by statute law or ordered by a court.

Play Therapy Services has a duty to share such client information as may be necessary, with any relevant agencies or organisations, when there is concern for the health, welfare or safety of a client or others.

Client consent for the sharing of personal information in the above circumstances will be sought at the start of working with Play Therapy Services, but, where necessary in the public interest, if client consent is subsequently withdrawn, any relevant client information may be shared to safeguard the client or others.

Your rights

You have a number of rights in relation to your personal information, under the data protection law, including a right to:

See information that is being held about you and have a copy if you wish

Ask for rectification of anything in your client record which you feel is incorrect

Ask for erasure of any personal information in your file

Request the restriction of the processing of information about you.

Object to processing as well as the right to data portability
Request information about profiling (Play Therapy Services does not use profiling in our work)
To withdraw your consent to keep records at any time.

Withdrawal of consent

You may withdraw your consent to us holding records about you and our work with you at any time. This will not affect the lawfulness of our keeping client records based on your consent given earlier i.e. before it was withdrawn. Please note that, as it is a professional responsibility to keep appropriate records, and that records facilitate the therapeutic work, a withdrawal of consent to keep records may result in Play Therapy Services ceasing to provide you with a therapy service.

In case of dissatisfaction

Please discuss any concerns with us directly. For further information or if we are unable to resolve matters you can contact -

Information Commissioner's Office www.ico.org.uk
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number