

Privacy Policy

Dr Lelanie Smook Psychological Therapies

50 Princess Street

Ipswich

Suffolk

IP1 1LR

Introduction

Dr Lelanie Smook Psychological Therapies is committed to protecting your privacy and handling your personal information with care, sensitivity, and respect.

This Privacy Policy explains:

- What information is collected
- How your information is used and stored
- Your rights under data protection law

This policy applies to all service users, website users, and professional contacts.

Who Is Responsible for Your Data?

Data Controller:

Dr Lelanie Smook

Chartered Consultant Psychologist

HCPC-registered Practitioner Psychologist

Dr Lelanie Smook Psychological Therapies operates as an **independent private practice** in the UK.

Contact details are available on the website contact page.

Legal Basis for Processing Data

Under the UK General Data Protection Regulation (UK GDPR), personal data must have a lawful basis for processing.

<https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/lawful-basis/a-guide-to-lawful-basis/>

The lawful bases used include:

- **Provision of health care** (Article 9(2)(h))
- **Contractual necessity** (e.g. managing appointments and payment)
- **Legal obligations** (e.g. professional regulation, safeguarding)

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- **Your explicit consent**, where required

What Information Is Collected

Depending on your relationship with the service, information collected may include:

a) Personal Information

- Name
- Date of birth
- Address
- Email address
- Telephone number
- Next of kin
- GP details

b) Special Category (Health) Information

- Information about your physical or mental health
- Assessment notes
- Therapy session notes
- Reports (e.g. assessment or insurance reports)

c) Administrative and Technical Data

- Appointment records
- Payment records
- Correspondence
- Website contact form submissions

How Your Information Is Used

Your data is used only for purposes directly related to your care and professional responsibilities, including:

- Providing psychological assessment and therapy
- Managing appointments and communication
- Record-keeping in line with professional standards
- Safeguarding and risk management
- Billing and insurance correspondence (where applicable)

Your information is **never sold or shared for marketing purposes**.

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Confidentiality and Sharing Information

All information is treated as confidential.

Information may only be shared:

- With your **explicit consent**, or
- If there is **serious risk of harm** to you or others, or
- Where legally required (e.g. court order, safeguarding duty)

Wherever possible, any need to share information will be discussed with you first.

How Your Data Is Stored and Protected

Your data is stored securely using:

- Password-protected digital systems
- Encrypted devices and platforms where applicable
- Secure clinical record-keeping systems

Paper records (if used) are stored in locked, secure locations.

Reasonable technical and organisational measures are in place to protect against loss, misuse, or unauthorised access.

How Long Data Is Kept

Clinical records are retained in line with:

- **Professional guidelines**
- **Legal and insurance requirements**

Typically:

- Adult clinical records are retained for **at least 7 years** after the end of therapy
<https://explore.bps.org.uk/content/report-guideline/bpsrep.2017.inf115/chapter/bpsrep.2017.inf115.9>
- Records may be kept longer if required for legal or safeguarding reasons

After this period, records are securely destroyed.

Online Therapy and Digital Communication

For online sessions and digital contact:

- Secure video platforms are used.
- Email communication is kept to facilitate administration.

While reasonable security measures are in place, electronic communication carries some inherent risk.

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Your Rights Under Data Protection Law

You have the right to:

- Be informed about the collection and use of your personal data.
- Access your personal data.
- Request correction of inaccurate data.
- Request deletion of data (where applicable).
- Request restriction of processing.
- Object to processing.
- Request data portability.

Some rights may be limited due to clinical, legal, or safeguarding obligations.

Requests should be made in writing and will normally be responded to within **one month**.

Complaints

If you have concerns about how your data is handled:

1. Please raise this directly with Dr Lelanie Smook.
2. Please refer to Dr Lelanie Smook Psychological Therapies' complaint process document.
3. If unresolved, you may complain to the **Information Commissioner's Office (ICO)**

<https://ico.org.uk/make-a-complaint/>

Website Use and Cookies

The Dr Lelanie Smook Psychological Therapies website may collect limited technical information (e.g. via contact forms).

Cookies may be used for basic website functionality.

Please see the Dr Lelanie Smook Psychological Therapies cookie policy for further details.

Changes to This Policy

This Privacy Policy may be updated from time to time. The most recent version will always be available on the website.

Contact

If you have questions about this Privacy Policy or your data:

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Dr Lelanie Smook Psychological Services

Please use the website contact form for secure communication.

Last updated: April 2026

Next update: April 2027