



Privacy Policy – March 2025

This document outlines how **Phoenix Psychology Collective Ltd** (PPC) collects, uses, stores, and protects personal data, in compliance with data protection laws including the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

Who are we?	Phoenix Psychology Collective Ltd is a limited company registered in England and Wales. We act as a Data Controller under the UK GDPR.
What information do we collect?	<p>We only collect information relevant to the services we provide for you, your child, or your family. This includes:</p> <ul style="list-style-type: none"> • Personal data – any information relating to an identifiable person, such as: <ul style="list-style-type: none"> ○ Name(s) ○ Address(es) and postcode ○ Date of birth • We may also collect special category data (sensitive personal information), such as: <ul style="list-style-type: none"> ○ Physical or mental health history or current difficulties
How will we use your information?	<p>All personal data is stored securely in accordance with guidance from our professional bodies.</p> <ul style="list-style-type: none"> • Electronic records are stored using Microsoft OneDrive, a secure cloud-based system that is GDPR-compliant and encrypted. • Paper records (if applicable) are stored securely and access is restricted to authorised personnel only. • Any data submitted via our website is transmitted securely and may be stored or processed through our hosting provider, IONOS, which also operates under GDPR compliance. <p>All staff working with Phoenix Psychology Collective receive training and regular updates on data protection. They are required to handle and store data in line with both internal policy and the standards of their governing professional organisations.</p>

How do we store your information.	<p>All personal data is stored securely in line with guidance from our professional bodies. This includes both paper and electronic records.</p> <p>All staff working with Phoenix Psychology Collective receive training and regular updates on data protection. They are required to handle and store data in line with both internal policy and the standards of their governing professional organisations.</p>
Who will we share your information with?	<p>We do not routinely share your information with external organisations. If we believe it would be beneficial to liaise with professionals from education, health, or other services, we will always request your informed consent, unless there is a safeguarding concern where information must be shared to protect a child or vulnerable adult.</p> <p>In cases of unpaid invoices, your information may be shared with a debt collection agency—but only after multiple attempts to resolve the matter with you directly.</p>
Confidentiality	<p>Your privacy is extremely important to us. All staff at PPC are bound by a duty of confidentiality and are committed to using your information lawfully and ethically.</p> <p>The only exception is if there is a concern about the safety of a young person or vulnerable adult. In such cases, we follow safeguarding protocols and may need to share relevant information without consent.</p>
How long will we keep your information?	<p>We retain information in accordance with professional guidelines. Typically:</p> <ul style="list-style-type: none"> • For eight years after the child or family was last seen, or • Until the young person reaches the age of 26 — whichever is later
Invoice Validation	<p>To process invoices, basic identifying details (e.g. child's name, address, date of service) may be accessed by designated staff. These are kept secure and confidential.</p> <p>Invoices themselves do not include any identifiable information, ensuring that external parties such as funders or accountants cannot identify individuals through financial records.</p>
What are your rights?	<p>Under the UK GDPR, you have the right to:</p> <ul style="list-style-type: none"> • Access the personal data we hold about you or your child (known as a Subject Access Request) • Request correction of inaccurate data • Request erasure of data where applicable • Object to or restrict processing of data

	<ul style="list-style-type: none">• Lodge a complaint if you believe your data is being handled improperly <p>Please note: Some information may be exempt from disclosure if it would be harmful to the individual's wellbeing or reveal the identity of another person.</p> <p>To make a Subject Access Request, please contact one of our Managing Directors (Mike Parsons or Victoria Mullan) in writing via info@phoenixpsychologycollective.com. Any changes to this privacy notice will be published on our website.</p>
Concerns and complaints	<p>If you have concerns about how your data is being handled, please contact us directly in the first instance.</p> <p>If your concern remains unresolved, you can contact the Information Commissioner's Office (ICO):</p> <ul style="list-style-type: none">• Website: www.ico.org.uk• Telephone: 0303 123 1113



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