Data protection statement

White Lodge Therapy LLP

About this notice

This statement summarises how White Lodge Therapy LLP looks after personal information: the responsibilities we hold, the processes we run and where we are still improving. It is an accountability summary, not a certificate. No document can settle these questions on its own, and this one does not claim to; it shows our position honestly so it can be examined.

Governance and responsibility

Data Protection Officer is responsible for data protection in the practice: keeping these documents current, handling requests and concerns, and deciding how new tools or ways of working are adopted.

Our data inventory

We maintain a written record of the kinds of information we hold, where each lives and who can access it. It is reviewed whenever anything significant changes, and at least annually.

How we work

Before using personal information for any purpose, we identify the purpose, choose the lawful basis for it and record the reasoning, including the extra conditions that apply to health and other sensitive information. Each decision is reviewed rather than assumed, and the outcomes are published in our privacy notice.

Services that process information for us

Every outside service that handles personal information for us is chosen with care. We record who the provider is, what it holds, where it hosts information and the agreement that binds it.

We review our providers periodically, checking that their terms, security and data handling still fit what we need.

How we protect information

Our security measures are proportionate to the sensitivity of therapy information. In outline: access to records is limited to the people who need it, accounts and devices are protected, and paper records are stored securely. We prefer honest specifics to sweeping promises, and the points below reflect what is actually in place.

All devices used for practice information are encrypted, so a lost or stolen device does not become a breach of every record on it.

Two step verification protects our important accounts, adding a second check beyond the password.

Records are backed up, so they cannot be lost to a single failure or mistake.

Access and training

Access to client information is limited by role: people see what their work requires and no more.

Everyone who handles client information receives data protection training, so good habits are shared rather than assumed.

Everyone with access has signed a confidentiality agreement, including contractors and volunteers.

Your rights

Requests about personal information, such as asking for a copy of records, are logged when they arrive and answered within the statutory timescale, normally one month. We verify identity proportionately before releasing anything, and where records mention other people we handle their details fairly.

Raising a concern

Anyone can raise a concern about how we handle information, and our complaints procedure explains how. We acknowledge complaints promptly, look into them without undue delay and tell the person the outcome. Complaints also feed back into how we work: a justified complaint leads to a change, not just an apology.

If something goes wrong

If information is lost, exposed or wrongly accessed, we follow a clear sequence: contain the problem, assess the risk to the people affected, notify the ICO within 72 hours where the risk requires it, and tell affected people directly when the risk to them is high. We treat near misses as lessons rather than embarrassments.

Assessing new risks

Before adopting a new tool or a new way of working that could affect personal information, we consider the privacy risks first. For higher risk changes this takes the form of a data protection impact assessment, a structured look at what could go wrong and what would prevent it, done before the change rather than after.

How long we keep information

Records are kept only as long as needed, for the periods set out in our retention policy, and destroyed securely afterwards. The policy covers every category of record we hold, with the reason for each period.

Review arrangements

This statement is reviewed at least annually and regenerated when anything significant changes. Where our arrangements have gaps, we say so: outstanding improvements are tracked with owners and review dates rather than left unwritten. The version and dates at the end show where this statement stands.

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This document was prepared from information provided by the practice. It is general information, not legal advice.