



CLIENT PRIVACY POLICY

My-PWB acknowledges the importance of confidentiality and privacy of clients' personal information and data in accordance with ethical standards and a code of conduct. It is committed to protecting the privacy and confidentiality of clients' personal information. This privacy policy aligns with the BPS ethical standards and outlines how the mental health provider collects, uses, stores, and protects clients' personal information and data.

When a client arranges for virtual-based sessions, the mental health provider shall be required to collect personal information, such as their name, email address, and phone number. In addition, the mental health provider may also collect information about the client's health, mental health, personal circumstances, and any previous intervention. This information is necessary, but not limited to, activities such as client assessments, session planning and goal setting.

The mental health provider will use the client's personal information to provide mental health services, including communicating by email, phone, or other electronic means, providing sessions, and maintaining client records. The mental health provider may also use the client's personal information for administrative purposes, such as billing and invoicing.

The mental health provider will securely store the client's personal information electronically and in hard copy as per the UK's General Data Protection Regulation (GDPR) and the Data Protection Act. The mental health provider will take all reasonable steps to protect the client's personal information against loss, theft, unauthorised access, disclosure, copying, use, or modification. The mental health provider will not disclose the client's personal information to third parties unless they have the client's consent or are legally required.

By using the services facilitated by My-PWB, the client consents to the collection, use, storage, and disclosure of their personal information in accordance with this privacy policy.

If a client wishes to access or correct their personal information, they have the right to do so. The client can contact the mental health provider using the contact details provided on their website.

The mental health provider may update this privacy policy from time to time by posting a new version on the My-PWB website. The provider encourages clients to check their websites regularly to ensure they know the current policy.

If clients have any questions or concerns about the provider's privacy policy or how they handle personal information, they can contact the mental health provider using the contact details provided on the My-PWB website.