

Privacy Policy  
Version 1.2  
Revised November 2024



## PRIVACY POLICY

Company No 12911052  
[www.questapsych.com](http://www.questapsych.com)  
[admin@questapsych.com](mailto:admin@questapsych.com)  
02381 924877

Registered office:  
Exchange House  
Cross Street  
Newport PO30 5PZ

---

## Working with you to keep your data secure

Questa Psychological Services Ltd (Questa) takes the protection of your personal data seriously. We are committed to ensuring that we are compliant with all regulations and take measures to ensure your privacy and confidentiality. This policy, in combination with our terms and conditions, outlines the ways in which Questa processes your personal data.

---

## What is personal data?

The Information Commissioner's Office defines personal data as information that relates to an identified or identifiable individual. As per the current regulations the information that we hold is adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed. Questa collects personal information during the initial referral, via the website, emails or over the telephone. Additional personal data may then be required as part of the treatment process. Personal information that we may require could include:

- Name
- Date of birth
- Gender
- Address
- Contact details (telephone and email)
- GP details
- Occupation
- Next of kin
- Medical history
- Medications
- Current presenting information
- Risk information around suicidal thoughts, self-harm and substance use
- Session notes

This information is required by Questa in order to deliver support to our clients and monitor their progress throughout the therapeutic process.

---

## How do we store this information?

Questa uses a secure database (WriteUpp) to store your personal information. This system is only accessible to associates of Questa, on a need to know basis. In addition to this, practitioners may keep paper notes from your sessions. These will be stored securely in a locked filing cabinet. Your consent to store your personal data will be sought at the point of referral. Unfortunately, if you do not consent to Questa having your personal data it may not be possible to go ahead with treatment.

---

## Sharing of information

As part of your treatment at Questa we may request contact with your GP or other outside agencies. Your consent will be sought prior to the sharing of information and you will be consulted about the information that the practitioner wishes to share. The sharing of information between

professionals will always be on a need to know basis and for the benefit of the client. However, there are exceptions to this where the practitioner will proceed, whether or not consent has been given. If a practitioner believes that there is a risk of serious or imminent harm to yourself or anyone else, they have a duty of care to act and inform other agencies. This could be your GP, a Crisis team, the police, safeguarding, social services or any other agency that the practitioner deems necessary.

Please be aware that at times practitioners may ask to email documents to you. The email system that Questa use is secure, however, once the email leaves our server the email is no longer secure, unless your email system is.

---

## How do we process your personal information?

At times Questa may review patient information, in order to adapt our services to best meet the needs of our clients and to ensure that we are providing the services that are required. This analysis will never be shared outside of Questa and within these analyses all information will be anonymised.

---

## Your rights in relation to your personal data

As per the new Data Protection Act and GDPR guidelines, you have the following rights:

- The right to be informed – you have the right to know what information Questa holds, why we hold this information, what it will be used for, who will have access to it and information about the sharing of information
- The right to withdraw consent – you have the right to withdraw your consent for Questa to hold your information and to share your information
- The right to lodge a complaint with a supervisory authority
- The right of access – you have the right to request access to any data that Questa hold about you and to request confirmation that the data is being processed. This must be provided within as soon as possible within a month, free of charge
- The right to rectification – you have the right to request that your information be changed at any time, which must be done as soon as possible, with any involved third parties being informed
- The right to be forgotten – you have the right to request your information is deleted from our system and may request proof that this has been done
- The right to restrict processing – you have the right to block processing of your information whilst allowing it to be stored
- The right to data portability – you can obtain and use your personal data for your own purposes across different services
- The right to object – you have the right to object to processing based on legitimate interests, direct marketing and processing for scientific/historical research and statistics

If you would like any further information please speak to your practitioner or contact Questa directly.