



Stockport NHS Adult Community  
Eating Disorder Service  
Oakwood House, 104 Kennerley Road,  
Davenport, Stockport, SK2 6EY  
T: 0161 456 6799  
M: 07856 711 081  
E: [e.blackburn3@nhs.net](mailto:e.blackburn3@nhs.net)  
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## OAKWOOD PSYCHOLOGY SERVICES SERVICE USER PRIVACY NOTICE

### A) WHO THIS PRIVACY NOTICE IS FOR

In accordance with the UK General Data Protection Regulation 2020 (UK GDPR), this privacy notice informs our service users of the types of data we process about you, the reasons for processing your data, the lawful basis that permits us to process it, how long we keep your data for and your rights regarding your data.

### B) DATA PROTECTION PRINCIPLES

Under UK GDPR, all personal data obtained and held by Oakwood Psychology Services must be processed according to a set of core principles. In accordance with these principles, we will ensure that:

- processing is fair, lawful and transparent
- data is collected for specific, explicit, and legitimate purposes
- data collected is adequate, relevant and limited to what is necessary for the purposes of processing
- data is kept accurate and up to date. Data found to be inaccurate will be rectified or erased without delay
- data is not kept for longer than is necessary for its given purpose
- data is processed in a manner that ensures appropriate security of personal data including protection against unauthorised or unlawful processing, accidental loss, destruction or damage by using appropriate technical or organisation measures
- we comply with the relevant UK GDPR procedures for international transferring of personal data

### C) TYPES OF DATA HELD

#### SERVICE USERS

##### Identity and contact details

Name, gender, date of birth, phone numbers, email address, postal address, NHS number. Carer/parent name and contact details where relevant.

##### GP or other referrer details

GP name, surgery and contact details

##### Referral information

GP letter or other correspondence detailing reason for referral, health conditions or disabilities

Private individual payments

##### Clinical correspondence and notes

Pre-consultation notes and session notes



Where  
change  
is possible



Oakwood Psychology Services Limited  
Director: Dr Gabriel Wynn C Psychol. HCPC Reg. MBACP (Accred)  
Company Number: 9191591  
Registered Office: c/o Bennett Verby,  
7 St. Petersgate, Stockport SK1 1EB



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Records of phone calls and emails from, to, or about you
Letters to you and your GP, and other correspondence received or sent about you
<b>Attendance</b>
Sessions booked, attended, cancelled and not attended
<b>Psychometric outcome data</b>
Responses you give to routine questionnaires about your mental health
<b>Complaints</b>
Records of any informal or formal complaints you might make about the service and the response supplied

**D) LAWFUL BASIS FOR PROCESSING**

The law on data protection allows us to process your data for specific reasons only. The information below categorises the types of data processing we undertake and the lawful basis we rely on.

Activity requiring your data	Lawful basis
Identity and contact details, referrer details, payment details	Performance of the contract
Storing information about your care including referral, session attendance and notes; correspondence with you and professionals involved in your care	Performance of the contract
Processing psychometric outcome data to monitor personal change and service quality	Consent
Holding information about any complaints you might make	Performance of the contract
Making reasonable adjustments for people with communication or learning issues	Legal obligation

**E) SPECIAL CATEGORIES OF DATA**

We process special categories of data lawfully on condition of your consent. Special categories of data are data relating to your:

- a) Health (including disability, pregnancy, and gender reassignment that reveals health information)
- b) sex life



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- c) sexual orientation
- d) race
- e) ethnic origin
- f) political opinion
- g) religion
- h) trade union membership
- i) genetic and biometric data

We carry out processing activities using some anonymised special category data:

- a) for the purposes of equal opportunities monitoring
- b) to provide culturally sensitive care
- c) to determine reasonable adjustments

#### F) FAILURE TO PROVIDE DATA

If you decline to provide us with necessary personal data where the legal basis for processing is any other than consent, this may mean that we are unable to fulfil our requirements for entering into a care agreement.

#### G) WHO WE SHARE SERVICE USER PERSONAL DATA WITH

Oakwood Psychology Services shares personal data with third parties for the following reasons:

- Referrers (usually your GP) for clinical liaison and continuity of care
- Other providers involved with your care, or to whom we refer you for care
- NHS commissioners when decisions must be made about funding your care
- We do not share your data with bodies outside of the European Economic Area.

#### H) PROTECTING YOUR DATA

We ensure your data is protected against accidental loss or disclosure, destruction or misuse. Service user records are stored in PCMIS, a highly secure clinical database. We store some records in paper files kept in a securely locked filing cabinet that can be accessed by authorised Oakwood workers only. **\*For service users choosing to access therapy services via video call platforms such as VSee, Teams and Zoom, please be aware that these companies are developing Artificial Intelligence (AI) applications at pace. These AI applications are increasingly found embedded into, and unremovable from, video call platforms. Oakwood Psychology Services has no control over how or what user personal data these AI applications may be monitoring, copying, storing or using for commercial machine learning purposes. While Oakwood Psychology Services does what it can to ensure staff and service user confidential use of these video platforms, users do so at their own risk.\***

#### I) RETENTION PERIODS

Record	Statutory Retention Period
Children/young adults clinical records	Retain until the patient's 25th birthday or 26th if young person was 17 at conclusion of treatment; or 8 years after death; or until service is wound up.



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Adult clinical records	20 years after the last entry in the record or until service is wound up.
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#### J) AUTOMATED DECISION-MAKING

Automated decision-making means making decision about you using no human involvement e.g. using computerised filtering equipment. At Oakwood Psychology Services, no decision will be made about you on the basis of automated decision making.

#### K) DATA SUBJECT RIGHTS

Data subjects have the following rights in relation to the personal data held by Oakwood Psychology Services:

- a) the right to be informed about the data we hold on you and what we do with it;
- b) the right of access to the data we hold on you.
- c) the right for any inaccuracies in the data we hold on you, however they come to light, to be corrected. This is also known as 'rectification';
- d) the right to have data deleted in certain circumstances. This is also known as 'erasure';
- e) the right to restrict the processing of the data;
- f) the right to transfer the data we hold on you to another party. This is also known as 'portability';
- g) Where it does not contravene our contractual obligations as an NHS care provider to store and share your information lawfully, you have a right to object to us processing certain aspects of your data if you write to us explaining how this causes unwarranted and substantial damage or distress

#### L) CONSENT

Where the lawful basis for Oakwood Psychology services to process your data is consent (i.e. with psychological outcome measures; and special category data listed in paragraph E above) you have the right to withdraw that consent at any time. This means that we will stop processing your data but depending on what we need the data for this may restrict our ability to provide some services to you.

#### M) MAKING A COMPLAINT

If you think your data rights have been breached, you are able to raise a complaint with the Information Commissioner (ICO). You can contact the ICO at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or by telephone on 0303 123 1113 (local rate) or 01625 545 745.

#### N) DATA PROTECTION COMPLIANCE

Our appointed compliance administrator in respect of our data protection activities is Dr Gabriel Wynn [g.wynn@nhs.net](mailto:g.wynn@nhs.net)



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