

Data is stored in line with the Data Protection Act 2018

Play Therapists are registered with the Information Commissioner's Office (ICO)

Client information that is processed:

- Personal identifiers and contacts (including name, age, contact details, address and ethnicity)
- Safeguarding information (including court orders and professional involvement)
- Identified special educational needs (including areas of difficulty and methods of communication)
- Identified medical information (including medical diagnosis, named GP, client health, allergies, other medical professionals involved, such as OT/SALT/CAMHS)
- Reports from multi professional teams if appropriate
- Attendance record (including number of sessions attended)
- Behavioural information (including exclusions and any relevant alternative provision put in place, behaviour support programme and risk assessment)
- Correspondence (including letters and emails)

How client information is used

- To support clients' emotional wellbeing, learning and development
- To review, monitor and report on sessions
- To enable us to liaise with other related professionals, if necessary
- To update the clinical evidence base

How client information is collected

Initially, we collect client information from the referral form and Strengths and Difficulties Questionnaire (SDQ) filled in by school/educational settings, clients and parent(s)/carer(s). Subsequent information is collected by correspondence, reports, client observations and multi-professional liaison. Client data is essential for operational use.

How client data is stored

- Client data is stored securely for seven years after the client has finished therapy, or until the client's twenty-fifth birthday, whichever is the later (after this, the data will be safely destroyed)

- In the event of the therapist dying during the course of therapy, client data will be transferred to a designated therapist

Secure storage means that all paperwork is stored in a locked filing cabinet in a secure location, all digital communications are stored on a password protected computer or device and all documents containing personal information are stored on PTUK's secure database and accessed via a password protected computer or device

Who client information is shared with

- Schools/care settings
- Relevant professionals if appropriate

Requesting access to your personal data

Under data protection legislation, parent(s) and clients have the right to request access to information about them that we hold. To make a request for your personal information, contact Play Therapy Manchester

You also have the right to:

- Object to processing of personal data that is likely to cause, or is causing, damage or distress
- In certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed
- A right to seek/redress, either through the ICO, or through the courts

If you have a concern or complaint about the way we are collecting or using your personal data, you should raise your concern with the relevant therapist in the first instance, or directly with the Information Commissioner's Office at <https://ico.org.uk/concerns/>

Play Therapy UK (PTUK) use of data

Play Therapy UK is a professional organisation. It uses information about clients and their play therapy activities to check the quality of therapists' service and to update the clinical evidence base (and other research projects which are aimed at improving the quality of therapists' practice for the benefit of the clients they work with).

The clinical evidence base is kept in a secure computer database. It is used to compare the results of therapy with a client's characteristics (such as their age, sex, ethnic background and the condition they have been referred with), the number and type of sessions and the therapy

activities that have taken place. Doing this helps set guidelines for good practice and identifies areas of risk, or where further investigation, through research, is needed. The information is anonymous; analysis of information is based on groups of a minimum number of 200 cases and does not identify any client.