



Privacy Policy

Your privacy matters to us

At Psychological Edge, we understand that sharing your personal information can feel sensitive. This privacy policy explains how Psychological Edge Services Ltd collects, processes, stores, and protects your information when you contact us, use our website, or use one of our services.

Personal data is information that can identify you. This privacy policy explains what you should expect Psychological Edge to do with the personal data that we have collected.

All data collected will be completed in compliance with the General Data Protection regulation (GDPR). As an accredited member of The Health and Care Professions Council, Dr Matthew Ryan operates under a strict code of confidentiality and is legally obliged to lawfully process your data in line with this Privacy Policy.

Dr Matthew Ryan acts as the Data Controller and is registered with the Information Commissioner's Office (ICO), a requirement under GDPR.

Who we collect personal data from

We collect personal data from individuals when they use or request a service with us, complete a questionnaire or form, or contact us by email, telephone, in writing or in person.

We collect personal data about individuals when they provide or supply a service to us. This information is needed to manage the work we do with the supplier or service provider, such as contact details, agreements, and invoicing or payment details.

We may collect personal data from the public domain if permitted by law, for example, from registration and regulatory bodies.

What information will we collect?

To ensure we are able to provide a safe and effective service, we will be required to collect certain personal and sensitive information, including:

Personal information

- Name, Date of birth, Gender (preferred identity), Address, Relationships, Children, Occupation, Telephone number, Email contact, Next of kin / emergency contact, Member number (if member at Cottesmore golf club).

Sensitive information

- Referral information, presenting difficulties, psychological history, medical history (if appropriate), medication, developmental and educational history (if appropriate), family and relationship history, financial information (if appropriate), signed therapy terms and conditions, signed GDPR agreement, and questionnaires.

We will keep notes about sessions as a “legitimate interest” under the General Data Protection Regulation (GDPR). This is standard practice for a clinical therapy practice, and will help us to keep track of your progress and to ensure that the service we offer is effective.

Why do we collect information about you?

We collect information about you to help us provide safe and effective psychological assessment and treatment.

The lawful bases for processing your personal data, including your sensitive information, are:

- Article 6(1)(b) GDPR: Processing is necessary for the performance of a contract to which you are a party (i.e., to provide you with therapy services).
- Article 6(1)(f) GDPR: Processing is necessary for my legitimate interests in maintaining professional standards, ensuring the quality and safety of your therapy, and for administrative purposes, while always ensuring your rights and freedoms are protected and do not override these interests.
- Article 9(2)(h) GDPR: Processing of your health data is necessary for the provision of health care or treatment and the management of health care systems.

How do we keep your information secure?

We will keep your information secure by:

- **Paper Notes:** Any paper notes will be kept stored in a locked filing cabinet, within Dr Matthew Ryan’s home office, and can only be accessed by those with a strict need in accordance with GDPR.
- **Electronic Notes:** Any electronic notes, letters, or reports are stored on encrypted and password-protected devices and within WriteUpp, a secure practice management software that helps professionals to safely record and store clinical information.
- **Emails:** If you have emailed us using the email on our website, or by using the ‘contact us’ form on our website, these emails will be stored in the password

protected email account. We use an encrypted email platform (Proton) for confidential email communication. Please note that whilst the email accounts used by Psychological Edge comply with the latest data protection regulations, we cannot guarantee the security and privacy of your communication.

- **Telephone calls:** We will not store your number in our company phone, but your number may appear in the call log. This number will not be linked to any identifiable information, and the phone is protected by a passcode.
- **Sharing Reports and sensitive information:** Any reports or sensitive information that is shared with you or other services will be done using encrypted email applications (Proton), and you will be made aware of this communication.
- **Separation of Data:** Your identifying information (name, address) will be stored separately from your therapy notes.
- **Retention Period:** Notes will be kept for six years, as required by Dr Matthew Ryan's professional insurance.

What about confidentiality?

All information gathered and shared during our sessions together is strictly confidential. Dr Matthew Ryan will discuss his work in supervision with another experienced psychologist. This is a standard practice within his profession, ensuring he is providing safe and effective therapy. During supervision, he will not share your full name, maintaining your anonymity. Psychological supervisors are also bound by strict confidentiality rules.

We do not disclose personal data to third parties for marketing purposes. We do not sell personal data or confidential information to third parties. We do not disclose any personal data collected in the UK to overseas entities.

We may also disclose your personal information in certain exceptional circumstances, such as:

- If there is a risk of harm to you or towards another person
- If you disclose information about a crime / safeguarding issue

Where it is reasonable and practicable to do so, Psychological Edge will always discuss any potential disclosures of information with you before sharing, unless doing so could increase the level of risk.

If we are asked to provide reports or records to external agencies (e.g., NHS, Social services), we will only do so with your written consent and if this would be within your best interest. Personal data that we hold would only be shared or disclosed in line with data protection laws.

We will disclose personal data if we are required to do so by law, by court order, government department or to prevent fraud or other crime. Client records are not intended as legal evidence, and I reserve the right to refuse legal requests for access to protect confidentiality.

Cookies

Cookies are pieces of information that are stored as text in the visitor's web browser. This allows, for example, settings to be retained or surfing behaviour to be analysed.

The cookies on our website provide us with information on how anonymous visitors find and use our website.

Most browsers are set to accept cookies by default. However, you can remove or reject cookies in your browser's settings. Please be aware that doing so may affect the availability and functionality of the Site. For more information on how to control cookies, visit your browser settings.

By using our website, you consent to the use of cookies as outlined in this policy.

Understanding your rights regarding your information

You have the following rights regarding your personal information:

- **Access:** You can request a copy of the information we hold about you.
- **Correction:** You can ask us to correct any inaccuracies in your information.
- **Erasure:** You can ask us to delete your information (although this may not always be possible due to legal or professional obligations).
- **Complaints:** If you have any concerns about how we handle your data, you can contact the Information Commissioner's Office (ICO) at <https://ico.org.uk/make-a-complaint/>.
- **Data Breaches:** In the unlikely event of a data breach, we will inform you without delay (and in any event, within 72 hours).

To make a request, you may be asked to provide verification of your identity. Information will typically be provided within 30 days.

Keeping This Policy Updated

This policy is regularly reviewed to ensure it reflects best practices and legal requirements. This policy was last updated on 13th July 2025.

Getting in Touch and My Professional Details

Practitioner Name: Dr Matthew Ryan

Practitioner Email: drmatthewryan@psychologicaledge.co.uk

Practitioner Website: www.psychologicaledge.co.uk

Health Care and Professional Council (HCPC) Registration: PYL043186

Company Name: Psychological Edge Services Ltd.

Company Number: 16520311

Information Commissioner's Office (ICO) Registration: ZB927384