

March 2025



**OXPIP**

Oxford Parent  
Infant Project

# Clinical Privacy Notice

*for all OXPIP clients*

Registered charity no. 1109956  
Registered company no. 5410167

[oxpip.org.uk](http://oxpip.org.uk)

# Contents

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1. What is a Privacy Notice?
2. What information do you record?
3. What lawful basis do you have for processing my data?
4. Will you share my data?
5. Where will my data be kept?
6. How long will you keep my data?
7. What are my rights?
8. How do I give consent?
9. How do I make a complaint?

**OXPIP is considered a data controller and is registered with the Information Commissioner's Office (ICO).**

**If you have any questions about the content of this notice, you can contact us at:  
OXPIP, Suite J, The Kidlington Centre, Kidlington, Oxford, OX5 2DL  
Email: [info@oxpip.org.uk](mailto:info@oxpip.org.uk) Tel: 01865 778034**

**Our Data Protection Officer is: Helen Callaghan  
Email: [helen.callaghan@oxpip.org.uk](mailto:helen.callaghan@oxpip.org.uk)  
Tel: 01865 778034 / 07934 517 400**

# 1. What is a Privacy Notice?

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A Privacy Notice is a document that explains why we are collecting your data, what we do with it and how long we keep it for, to ensure you remain informed and in control of your information.

All organisations that collect personal data (i.e. any information which identifies you, or which can be identified as relating to you personally) are legally required to provide a privacy notice.

We realise this is a long notice with language that you may be unfamiliar with. However, we are legally obliged to tell you in detail about your rights and our responsibilities when we process your personal information.

## 2. What information do you record?

This Privacy Notice is for children and families who use OXPIP clinical services. To provide you with the most appropriate and high-quality care we need to collect and process your personal data. This requires us to keep records about you, your health, and the services we provide or plan to provide for you. We also generate clinical notes following our sessions with you.

Our referral form asks you to give consent for us to keep records about our work with you. We cannot provide a service if we do not keep records. Therefore, we cannot provide a service to anyone who does not give their consent for us to keep their records. This is because there are important medical and legal reasons why it is necessary for health and care records to be kept. The law requires all organisations to make information readily available to you that explains this. This will include the legal reasons for keeping health and care records, how and why information will be used, who might be able to access information, and your rights in relation to those records.

Video is frequently used in clinical work with families using OXPIP services. Film will not be kept by OXPIP beyond the closure of any work, unless there is agreement for it to be used for future training or presentations. If video is used, a separate policy and agreement will be shared with you.

We usually receive your information directly from you. We may also receive information from health or social care professionals, or a legal representative on your behalf. Our therapists may speak to other organisations already involved in your care. These details help us to determine if OXPIP services are appropriate for you. We respect your rights to confidentiality and are careful to only collect the data that is necessary to provide the service you require.

## 3. What lawful basis do you have for processing my data?

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To collect and use your data we need to have a lawful basis for doing so.

Detailed information about the lawful basis for processing data can be found on the Information Commissioner's Office (ICO) website:

**<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/lawful-basis-for-processing/>**

In summary, under the General Data Protection Regulation (GDPR) 2018 we collect and process data on the basis that it is essential for the purposes of providing a safe and effective assessment or treatment.

It may be that we have a contract to provide a service for you which will require us to process your personal data.

We may collect and process data following additional consent given, such as for training and research purposes.

## 4. Will you share my data?

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To provide you with safe and effective care, we will inform your GP and Health Visitor that you are using our service. If you are referred antenatally, we would later inform your health visitor when you have been allocated one. If we need to share further relevant information with your GP and other health professionals involved in your or your child's care, we will discuss this with you. Please note that information can be shared without consent for safeguarding purposes or if we can make the case that it is necessary in the best interests of the child. Further guidance on these circumstances are available from OXPIP's Safeguarding Policies, the Oxfordshire Safeguarding Children Board and the Oxfordshire Safeguarding Adults Board websites ([www.oscb.org.uk](http://www.oscb.org.uk), [www.osab.co.uk](http://www.osab.co.uk)).

All therapists have regular supervision with a clinical supervisor to discuss their work. They all have the same duty of confidentiality towards your data.

To develop our understanding of how best to help children and families and to evaluate whether our work is effective, we collect outcome measures from you at various points in your treatment and/or assessment. The scores from the outcome data are entered into a database to assist with the evaluation of the data. The data held in this database is anonymised, which means that all identifying information is removed and replaced with a code, so you cannot be easily identified.

If we are providing a service as part of a contract or commission with another organisation, we may share anonymous evaluation data with the commissioning organisation, which would not contain identifiable information.

Where the work is carried out to inform on-going legal proceedings or pre-proceedings, the results of the work may be shared with all parties to the proceedings. The exact terms of sharing will always be set out in the Letter of Instruction prior to therapy starting.

Anybody we share information with has a legal obligation to keep your information confidential.

## 5. Where will my data be kept?

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We keep your personal data on secure databases. A contract is in place to ensure that data security meets GDPR requirements.

## 6. How long will you keep my data?

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If you and your child have received a service with OXPIP, we will securely retain your records until your child's 25th birthday. This is in line with NHS retention periods and we periodically review this to ensure it is still appropriate. Clinical notes are securely disposed of at the end of their retention period.

Where clients contribute financially to the sessions, anonymised payment information is kept for six years on our accounting system, according to statutory requirements.

Where we use data for training purposes, the length of retention will be clearly specified when you consent to the use of your data. At the end of this period your data will be securely disposed of, unless you withdraw your consent earlier, in which case we will stop using the material and case material will be permanently deleted.

## 7. What are my rights?

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Under certain circumstances, by law you have the right to:

- Request access to your personal information held by us. This enables you to receive a copy of the personal information we hold about you, subject to legal guidance regarding redaction of information about third parties.
- Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request erasure of your personal information. This enables you to ask us to delete or remove personal information about you where there is no good reason for us continuing to hold it. However, please note that because our records are health and care records, by law they must not be deleted for at least 8 years after the completion of your treatment with us.
- Object to our processing of your personal information for direct marketing purposes.
- Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- Request the transfer of your personal information to another party.

If you want to take up any of these rights, please contact our Data Protection Lead via [info@oxpip.org.uk](mailto:info@oxpip.org.uk)



## 8. How do I give consent?

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We obtain your consent to:

1. Create and store your records: this is obtained at the point of referral for us to store your data. We cannot provide a service to anyone who does not consent to this.
2. Share your data with others: information can be shared without consent for safeguarding purposes or if we can make the case that it is necessary in the best interests of the child. If information needs to be shared for any other purpose then we will discuss this with you to obtain your consent.
3. Treatment: this is implied by your attendance.

## 9. How do I make a complaint?

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You can complain to OXPIP directly by contacting our Data Protection Lead using the details set out above. If you are not happy with our response, you can complain to the UK Information Commissioner's Office which regulates and enforces data protection law in the UK. Details of how to do this can be found at [ico.org.uk](https://ico.org.uk)