

Policy title:	Website Privacy Policy
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Summary:	<p>Insight Psychological Assessments Ltd is committed to protecting your privacy and handling your personal information responsibly. This Privacy Policy explains how we collect, use, store, and share your information when you visit our website, contact us, or use our psychological assessment services.</p> <p>We comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. We are registered with the Information Commissioner's Office (ICO) as a data controller.</p>
Target audience:	All Insight Assessments ' <i>team members</i> ', whether employed, contracted or part-time, paid or unpaid, volunteers, students, and contractors.
Authorised by:	Insight Registered Manager Services
Date issued:	1 st September 2025
Next review date:	31 st August 2026

Version no.	Issue date	Summary of amendments



1. Introduction

Insight Psychological Assessments Ltd is committed to protecting your privacy and handling your personal information responsibly. This Privacy Policy explains how we collect, use, store, and share your information when you visit our website, contact us, or use our psychological assessment services.

We comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. We are registered with the Information Commissioner's Office (ICO) as a data controller.

Data Controller: Insight Psychological Assessments Ltd

Registered Address: Marquis House, 2 North Street, Winchcombe, Gloucestershire, GL54 5LH

Email: hello@insightassessments.co.uk

ICO Registration Number: ZB894308

2. Information We Collect

We only collect information necessary to provide our services and manage enquiries. This includes:

- **Information you provide directly:**
 - When you complete our contact or referral form, email, or call us (e.g., name, email, phone number, message content).
- **Information collected through service delivery:**
 - For clients referred for assessment, we may collect sensitive (special category) data such as health, developmental, or psychological information, with consent.
- **Technical information:**
 - Limited technical data (such as IP address and browser type) may be collected automatically through our website to maintain site functionality.

We do not collect unnecessary data, track users for marketing purposes, or use intrusive cookies.

3. How We Use Your Information

- We use your personal information to:
 - Respond to enquiries and manage referrals.
 - Provide psychological assessment and reporting services.
 - Communicate with you about appointments, reports, and outcomes.
 - Comply with legal, professional, and safeguarding obligations.
 - Maintain service quality and meet Care Quality Commission (CQC) standards.

We do not use personal information for marketing or advertising.

4. Lawful Basis for Processing

We process personal data in accordance with the lawful bases outlined in Article 6 of the UK GDPR:

- **Consent:** When you voluntarily provide data (e.g., through the contact or referral form).
- **Contract:** To deliver assessment services and communicate with you as part of an agreed service.
- **Legal obligation:** Where required to comply with legal or safeguarding duties.
- **Legitimate interests:** Where processing is necessary for service administration and governance.

Sensitive (special category) information such as health data is processed under Article 9(2)(h) – for the provision of health or social care services.

5. Data Storage and Security

- Electronic records are stored securely using encrypted Microsoft 365 systems with restricted access.
- Paper documents (if used) are stored in locked cabinets and securely scanned or destroyed once digitised.
- We use appropriate technical and organisational measures to protect against loss, misuse, or unauthorised access.

6. Sharing Your Information

We will only share personal information where necessary and lawful. This may include:

- With qualified clinicians contracted by Insight Psychological Assessments who are bound by confidentiality and professional codes of ethics.
- With commissioners or referrers, where consent has been given or where required by contract.
- With safeguarding authorities if there is a legal or ethical obligation to disclose risk.
- With IT or administrative service providers who assist us in managing secure systems under confidentiality agreements.

We do not sell, rent, or trade personal data for marketing or commercial purposes.

7. Data Retention

We retain information only as long as necessary for the purpose it was collected and in line with our Records Management and Retention Policy:

Data Type	Retention Period
Enquiry or referral data	12 months from date of last contact
Clinical assessment records (children)	7 years after last contact or until age 25 (whichever is longer)
Staff and contractor data	6 years after employment or engagement ends

After these periods, data is securely deleted or destroyed.

8. Your Rights

Under UK GDPR, you have the right to: - Access a copy of your personal data.

- Request correction of inaccurate information.
- Request erasure of your data (where legally permissible).
- Restrict or object to processing.
- Request data portability (transfer to another provider).

Requests can be made in writing to **hello@insightassessments.co.uk**. We will respond within one month, in line with legal requirements.

If you are not satisfied with our response, you can complain to the Information Commissioner's Office (ICO): www.ico.org.uk | Tel: 0303 123 1113

9. Cookies

Our website uses only essential cookies to ensure proper functionality. We do not use analytics or advertising cookies. You can adjust your browser settings to block cookies if you prefer.

10. Changes to This Policy

We may update this policy from time to time to reflect changes in law or our practices. The updated version will always be available on our website.