



Privacy Notice

Purpose

A Privacy Notice is a statement issued by an organisation which explains how personal and confidential data about individuals is collected, used and shared.

Golden Thread Psychology Ltd is the 'data controller' and is responsible for how your personal information, or the personal information of your child for whom you exercise data rights, is processed and for what purpose.

Golden Thread Psychology Ltd is registered with the Information Commissioner's Office (ICO). Our Data Protection Officer is Dr Amy Such. You can contact her via hello@goldenthreadpsychology.co.uk.

Why is personal information collected by Golden Thread Psychology Ltd?

Personal information is collected to deliver Educational Psychology services. This information is gathered for the purpose of forming a professional opinion or psychological formulation. The specific work carried out will vary according to the child/young person's individual needs and the concerns being explored. In so doing, Golden Thread Psychology Ltd only collects information that is relevant to the purpose of undertaking that work and the associated reporting and advising.

What personal information is collected by Golden Thread Psychology Ltd?

The child/young person and parent information that we collect and hold might include:

- Personal information including a child's name, date of birth and home address
- Characteristics such as ethnicity and language
- Information about those with parental responsibility, including name, contact details and address

Personal information about a child/young person may be obtained from a third party including their school/education setting and other professionals/agencies (e.g. health services). This might include reports and assessment data from other agencies.

We may share this information where we have your specific consent. We can also share information to fulfil our obligation to comply with the law or to protect someone's vital interests (e.g. safeguarding obligations).

How do we process your personal data?

Golden Thread Psychology complies with its obligations under the General Data Protection Regulation (EU Regulation 2016/679; the GDPR) by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining



excessive amounts of data; by protecting personal data from loss, misuse, or unauthorised access and disclosures and by ensuring that appropriate technical measures are in place to protect personal data.

We use data about the child/young person and their family to form a professional opinion or psychological formulation of the child/young person's strengths and needs, and provide advice and appropriate support. This is recorded in an educational psychologist report or other summary of involvement.

Reports and/or letters are shared with the child/young person's parent/career and the school/education setting through end-to-end encrypted email (via Egress). The report or summary may also be shared with other professionals/agencies who are involved with the child/young person, with parents' consent.

What are the legal bases for us to process your personal information?

We are required to process personal information in accordance with data protection legislation and only do so when the law allows us to. The lawful reasons we have for processing personal information are dependent on the purpose of processing activity. These are:

1. Fulfilling tasks required by the school's requirements to comply with Education Acts/Government Regulations (Public Task and Substantial Public Interest)
2. Providing educational psychology services to schools outside of statutory support (Legitimate Interest and Substantial Public Interest)

What do we do with your information?

All personal information is held in a manner which is compliant with data protection legislation. Personal information is only processed for the purpose it was collected.

We take the storage of personal data and special category data very seriously and have safeguards in place to protect against unlawful or unauthorised processing and accidental loss or damage.

Referral information, consent forms and reports/summaries are stored securely in an electronic folder on a password protected laptop and online cloud. Paper records (including handwritten notes, test forms and consent forms) are scanned and stored securely in an electronic folder on a password protected laptop and online cloud. Paper records are then destroyed.

If transported, the laptop will remain either in a locked environment or in the personal possession of the educational psychologist.

How long do we keep your personal information?



Golden Thread Psychology will keep the child/young person's records and related information in the child/young person's electronic folder until the child/young person turns 25 years of age. In their 25th year, Golden Thread Psychology will delete the child/young person's electronic folder and related documentation.

They will remain on the child/young person master database for the purposes of information if the client/data subject were re-referred to our service, so we can fulfil a data subject access request and for the purposes of professional defence.

If an educational psychologist works with a client who is aged 18 years or over, their records will be kept for 7 years following the last contact about that child/young person, in line with guidelines from the British Psychological Society, Practice Guidelines, Third Edition, August 2017. During the 7th year, any electronic information will be deleted.

What are your rights with respect of your personal information?

Unless subject to an exemption under the GDPR, you have a number of rights with respect to your personal data. You can:

- access and obtain a copy of your data on request
- request that Golden Thread Psychology change incorrect or incomplete data
- require that Golden Thread Psychology delete or stop processing your data
- withdraw of consent - the parent/legal guardian may withdraw consent for educational psychology involvement at any time. If consent is withdrawn, the child/young person's electronic folder will be deleted, including any documents related to the child/young person. They will remain on the child/young person master database for the purposes of information if the client/data subject were re-referred to our service, so we can fulfil a data subject access request and for the purposes of professional defence.

Data Breach Procedure

Any data breaches will be dealt with as recommended by the Information Commissioner's Office (ICO). Where appropriate, a breach will be reported to the data subject(s) within 72 hours of the educational psychologist becoming aware.

Data protection and Golden Thread Psychology website

1. Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. For further information, visit www.aboutcookies.org or www.allaboutcookies.org. You can set your browser not to accept cookies and the aforementioned websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.



2. Third party links – our website may contain links to and from other websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Changes to the Privacy Notice

This Privacy Notice is regularly reviewed. It may be necessary to update or amend this Notice from time to time, for example if the law changes or if the educational psychology service delivery changes in a way that affects your privacy.

Contact details

To contact Golden Thread Psychology about anything to do with your personal information and data protection, including to make a subject access request, please email Dr Amy Such (Data Protection Officer) via hello@goldenthreadpsychology.co.uk.

This Privacy Notice will be reviewed in Summer 2026.

Revision History

Policy published March 2025