

PRIVACY STATEMENT

General Privacy Statement

How we use your data

In an effort to protect our clients' and site visitors privacy and rights, we have established a Privacy Policy which explains what information we gather on visitors and what we do with information that we gather.

This Privacy Policy governs the manner in which we collect, use, maintain and disclose information collected from users of this Web site (each, a "User").

Privacy

Cognitive Therapy Guernsey is committed to protecting your personal data when you use our services and website.

Cognitive Therapy Guernsey complies with the Bailiwick of Guernsey Data Protection Law, 2017. We also comply with GDPR rules and regulations governing the use, storage and management of your data. If you have any queries, please do not hesitate to contact us at agraycbt@protonmail.com. You may also [contact the Data Protection Commissioner of the Bailiwick of Guernsey](#), if you feel that we have been unable to resolve your query to your satisfaction.

This privacy statement relates to our use of any personal data you provide, and contains details of how we collect, use, disclose, transfer and store your personal data in connection with your relationship with us and in particular for your use of our services.

In order to provide you with the most suitable service for your needs, we are required to collect personal data about you. Cognitive Therapy Guernsey is committed to safeguarding your personal data and is registered as a data controller with the Guernsey Data Protection Authority. This means that we are responsible for deciding how we hold and use personal data that relates to you.

Whenever you provide personal data we are legally obliged to use your data for a lawful purpose and the processing must be fair and transparent in line with the Data Protection (Bailiwick of Guernsey) Law, 2017. We are also required under the data protection legislation to notify you of the information contained in this Privacy statement.

It is important for you to read this Privacy Statement, together with any other privacy notice or statement we may provide on specific occasions when we are processing data related to you, so that you are aware of how and why we are using such information.

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Data Protection principles

Cognitive Therapy Guernsey will comply with data protection law. This means that personal data we hold about you must be:

- Used in a lawful, fair and transparent way;
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes;
- Adequate, relevant and limited to what is necessary for those purposes;
- Accurate and kept up-to-date;
- Kept only for as long as necessary for the purposes we have told you about; and
- Kept securely.

Data Collection

- We collect personally identifiable information from Users both face to face and through the website (online forms).
- We may also collect information about how Users use our Web site, for example, by tracking the number of unique views received by the pages of the Web site or the domains from which Users originate. We use "cookies" to track how Users use our Web site.

Use of data processors

Data processors are third parties who provide elements of our service for us. We have contracts in place with our data processors. This means that they cannot do anything with your personal information unless we have instructed them to do it. They will not share your personal information with any organisation apart from us. They will hold it securely and retain it for the period we instruct.

Use of AI-Assisted Tools

- To support the quality and accuracy of my clinical record-keeping, I may use an AI-assisted platform called Heidi Health to help review and refine session notes for elements such as grammar, spelling, and clarity.
- This platform is designed specifically for healthcare professionals and operates in compliance with GDPR and equivalent data protection standards. It does not use client data to train AI models, and it does not share data with third parties for commercial purposes.
- For this purpose, session notes are written by me and shared with the platform in a de-identified form, meaning no directly identifying information (such as your name, date of birth, or contact details) is included. Audio of your sessions is not recorded or processed.

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- All notes are reviewed and approved by me before being added to your clinical record. I remain fully responsible for the accuracy and appropriateness of all documentation relating to your care.
- If you have any questions about how your information is handled, or if you would prefer that AI tools are not used in relation to your notes, please let me know. Opting out will not affect the quality of care you receive.

Data Usage

At no time will our database of users ever be sold to any entity for the purpose of marketing or mailing lists. Personal information will not be sold or otherwise transferred to our business partners without your prior consent, except that we will disclose the information we collect to third parties when, in our good faith judgment, we are obligated to do so under applicable laws.

People who email us

- You need to be aware that any emails you send us may not be protected in transit.
- We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

Specific Privacy Statement for Use of Website

Browsing

We may collect certain information about your computer and your interaction with the site when you browse www.cognitivetherapyguernsey.gg:

- Your IP address, and details of which version of web browser you used
- Information on how you use the site, using cookies

This data is not personally identifiable and by using the site you are agreeing to this data being collected. It is only used to help us monitor and improve the site.

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Cookies

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site. The table below explains the cookie types we use and why. All of the Cookies used are essential.

Cookie Name	Purpose	Duration	Cookie Type
XSRF-TOKEN	Used for security reasons	Browsing session	Essential
hs	Used for security reasons	Browsing session	Essential
SSR-caching	Used to indicate the system from which the site was rendered	1 minute	Essential
_wixCIDX	Used for system monitoring/debugging	3 months	Essential
_wix_browser_sess	Used for system monitoring/debugging	Browsing session	Essential
consent-policy	Used for cookie banner parameters	12 months	Essential
smSession	Used to identify logged in site members	Browsing session	Essential
TS*	Used for security and anti-fraud reasons	Browsing session	Essential
bSession	Used for system effectiveness measurement	30 minutes	Essential
fedops.logger.X	Used for stability/effectiveness measurement	12 months	Essential

How do I change my cookie settings?

- Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.aboutcookies.org or www.allaboutcookies.org.

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- To opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>.
- You can accept or decline the use of cookies on our website.

Specific Privacy Statement when accessing Therapeutic Services

What data will Cognitive Therapy Guernsey collect about me?

- Personal data includes any information about an individual from which that person can be identified. It does not include anonymised data where the identity has been removed.
- There are also "special categories" of data of more sensitive personal data that require a higher level of protection.
- Access to our services via telephone/web link or in person require different types of information to be submitted. Most of the data we request is of a sensitive nature due to the nature of the work we provide, and may include information relating to health, substance use, employment and relationships. This information is gathered so that we can make decisions about the most suitable service for your situation.
- If you are accessing the service through Island Health and are registered with them, personal and sensitive information may be collected through them. Their Privacy Policy applies.
- If you are not already registered with Island health, they will require certain personal and possibly sensitive information about you for appointment booking and billing purposes. Their Privacy Policy applies.

What are Cognitive Therapy Guernsey's lawful purposes for processing my data?

Our lawful purposes for processing will fall into one of the following categories, dependent upon the service you are accessing;

- Schedule 2. Part 2; 10.a.ii. a person who in the circumstances owes a duty of confidentiality which is equivalent to that which would arise if the person were a health professional.

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- Schedule 2 Part 2; 13.b. Where we are exercising a function of the States;
- Schedule 2 part 2. 14.d. The processing does not involve disclosure of the personal data to a third party without the consent of the data subject;
- Schedule 2. Part 2. 9. The processing is necessary in order to comply with an order or judgement of a court or tribunal having the force of the law in the Bailiwick.
- Where data is obtained from someone other than you, this will be in most circumstances health and social care providers. In these circumstances you will be aware at the point of data collection who we may contact to enable us to complete the necessary work. Information is only shared if we have a lawful basis for doing so.
- From time to time it may be necessary for information to be shared with other professionals involved in your care. This can include, but is not limited to, your GP or other clinicians involved in your care.

What if I do not provide personal data to Cognitive Therapy Guernsey?

- We need both personal and sensitive information to be able to provide an effective service. If you do not provide certain information requested, we may be unable to provide you with a service.

How long will Cognitive Therapy Guernsey keep my personal data?

- Unless the service you are accessing specifies otherwise, personal data will be kept for a minimum period of 7 years post the end of our last formal contact with you.
- Data may be kept for longer in some circumstances.
- Personal data is held in electronic format (using 'Bacpac'), with some data kept in hard copy to enable certain working procedures to occur. Data is destroyed in hard copy once no longer required in that format and in order to minimize the potential for unauthorised access.
- In order to prevent unauthorised or unlawful processing, Cognitive Therapy Guernsey has put in place suitable physical, electronic and managerial procedures for both electronic and hard copy data to safeguard and secure the information that is collected and processed.

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What are my data protection rights?

It is important the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes whilst you are a client of ours.

In certain circumstances you may have the right to:

- Request access to your personal data (data subject access request). This enables you to receive a copy of the personal data we hold about you;
- Request correction of your personal data. This enables you to have any incomplete or inaccurate data we hold about you corrected;
- Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to use it.
- Request the restriction of processing of your personal data about you, for example if you want us to establish its accuracy or the reason for processing it; or
- Request the transfer of your personal data to another party.

We will not charge a fee for providing access to your personal data (or to exercise any of your other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with your request in such circumstances. Cognitive Therapy Guernsey may need to request specific information from you to help us to confirm your identity and ensure your right to access your personal data or to exercise any of your other rights. This is another appropriate security measure to ensure that personal data is not disclosed to any other person who has no right to receive it.

How will my data be used?

- In order to provide effective therapy I (the data controller) will collect personal information (data processing) from you and about you, which will include, but is not limited, to your name, address, phone number, GP details and details relating to the

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difficulties you are accessing therapy for. I am likely to hold both personal (e.g name and address) and sensitive data about you (e.g detail about health conditions).

- As you will likely have been referred by your GP and will be seen at your GP surgery, your appointments are scheduled using the GP surgery appointment booking system and it will be indicated using this system whether you attended your appointment or not. This is used for billing purposes. **No clinical information** will be entered into this system. Their Privacy Statement is applicable.
- If you are not ordinarily registered with Island Health, yet would like to access this service, Island Health will temporarily register you. This means they will ask for personal details about you and their Privacy Statement is applicable. This is for billing and appointment booking purposes. **They will not have access to clinical information.**
- As of 24th July 2020, Island Health send text message reminders to all clients who have a booked appointment. If you do not wish for them to do this please contact them directly. Their Privacy Statement is applicable.
- I may be required to share information (data processing) relating to your assessment and service provision with other professionals or clinicians involved in your care, for example, your GP.
- I will inform you if I receive a request for information sharing. If you do not wish me to share your information in this way then it may limit the service you receive.
- I will always make sure that if these circumstances arise, any information being shared about you is protected and treated securely, and any information about you that I hold will be kept in accordance with the Data Protection (Bailiwick of Guernsey) Law, 2017. Information being sent via email will be sent using an end to end encrypted ProtonMail email address. ProtonMail is GDPR compliant and is a highly encrypted email service. ProtonMail servers are encrypted which means that data stored in our ProtonMail account cannot be accessed by others (not even ProtonMail). However, we cannot be responsible for how you or others store and protect the emails you send or receive from us.
- If we agree that CBT is not the best treatment option for you I will inform your GP of this but will not include any clinical information when doing so.
- If your appointment is taking place via remote video call, an email will be sent to you with a link to a Zoom secure video call. The Zoom Privacy Policy is applicable. By

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using this application you are consenting to the terms. If you are unable to use the application, it will not be possible to offer you a remote therapy session. The points above regarding Island Health also apply here.

- Electronic records (personal and sensitive (clinical) data) are kept via a third party data processor ('Bacpac') with whom we have a Data Processing Agreement. No other third party has access to these records. More information about this can be found here: <https://bac-pac.co.uk/terms-and-conditions/>
- All billing is handled by Island Health. Their Privacy Policies are applicable here.
- Billing may involve other third party data processing, for example, if you are using health insurance to cover the costs. Other third party Privacy Policies may apply. I may be required to supply your insurer with personal and sensitive information to secure funding for sessions. I will seek to gain your consent prior to supplying this information.
- We won't share your information with any other organisations for marketing, market research or commercial purposes, and we don't pass on your details to other websites.
- The author reserves the right to update this policy at any time. It is your responsibility to ensure you have read and understood this policy.

This policy was last updated in August 2026.