

## The Autism Pathway Privacy Policy

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**Created:** May 2023

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**Reviewed annually:** 23rd June 2026

**ICO Registration:** ZB540333

The Autism Pathway Ltd needs to collect and use personal data about you as part of the assessment process. Personal data can be considered as any information that can be used to identify you. You are lawfully entitled to know why and how we use your data. This includes understanding any risks and implications of sharing your data, as well as the security measures we have enforced in order to make sure these risks are reduced and your privacy is protected.

This will allow you to make an informed decision about whether you would like to share your personal data with us. It is assumed that by engaging with our service, you are consenting to records being kept.

If you are under 16, we will require consent from your parent/ guardian for you to receive an assessment from us.

The Autism Pathway is fully compliant with General Data Protection Regulation (GDPR) legislation. We are also registered with the Information Commissioner, Registration Reference: ZB540333

### What personal information do we request to hold?

- Your contact details
- ID
- Notes of correspondence with you (e.g., via telephone, email, remotely or in person)
- Clinical information required for assessments
- Payment details
- Information about how you use our website

### How do we get the information, and why do we have it?

- Most information we store comes from you or your parents/carer directly
- We may also talk to third parties, such as schools or other professionals
- We collect this information in order to complete the assessment you have requested.
- The information collected includes verbal and written information.

## [Lawful Basis For Processing Personal Information](#)

The Autism Pathways legal basis for processing your data is to comply with a contract with you in providing the autism assessment service that you have requested.

## [Sharing Data With Others](#)

We will share personal information about you within The Autism Pathway (between associates such as Independent Psychologists, Occupational Therapists, Registered Nurses and Speech and Language Therapists) in order to share expertise and provide the most accurate and comprehensive assessment for clients.

We may share personal information about you with other professionals, such as your GP. Your permission would be obtained before we do this. The only exception would be if we were worried about your or another person's safety, in which case we can share information without your permission.

Our clinical supervisors and accountant will also see some information. This is on a need-to-know basis, so our accountant, for example, will only see your postal address that is recorded on invoices.

## [How We Store Your Data](#)

Protecting your data is important to us, and we have consequently put into place robust security measures to protect it.

- All information recorded on paper will be securely stored in a locked filing cabinet
- Confidential digital information will be stored and shared in a secure cloud service
- Letters sent to professionals, such as GPs, by email, will be clearly marked Confidential and password-protected
- All electronic devices (e.g. computer, laptop and phone) used to access stored information will themselves be password-protected
- All our staff are required to have completed general data protection training

We have put in place procedures to deal with any suspected personal data breaches and will notify you and any applicable regulator of a breach where we are legally required to do so.

## [How long will we keep your data?](#)

We will only store your personal information for as long as it is required.

Registration forms and identifiable information will be kept for 8 years after the last date of service delivery, or until your child reaches the age of 25 (whichever comes sooner). After this period, this data will be carefully disposed of at the end of each calendar year. Some records may be held indefinitely if there are any issues of concern that could lead to a police

investigation in the future. This is in accordance with the guidelines and requirements for record keeping by the NHS, Records Management Code of Practice (NHS, 2021), The British Psychological Society (BPS; 2000) and The Health and Care Professions Council (HCPC; 2017).

### Data Protection Complaints

We are committed to protecting your personal data, but if, for some reason, you are not happy with any aspect of how we collect and use your data, you have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk))

### WhatsApp Communication

The Autism Pathway offers WhatsApp Business as an optional communication channel for general enquiries and administrative communication only.

By contacting us via WhatsApp, including through click-to-chat links on our website, Google Business Profile, or other online platforms, you consent to us receiving and processing the information you choose to share for the purpose of responding to your enquiry and discussing our services.

We ask that you do not share highly sensitive personal information via WhatsApp, including medical records, clinical documents, assessment reports, payment or banking information, passwords, or legal documents.

While WhatsApp Business uses end-to-end encryption, it is a third-party platform and may not provide the same level of privacy and control as our secure internal systems. For this reason, sensitive clinical or assessment-related information will only be collected through our formal intake and consent processes using secure systems.

Where relevant, basic enquiry or administrative information shared via WhatsApp may be transferred into our secure internal systems for service administration.

WhatsApp messages are reviewed regularly and deleted within 30 days of receipt unless there is a legitimate business or legal reason to retain information for longer.