



Blossoming Hearts Play Therapy

Privacy Policy

May 2025

Blossoming Hearts Play Therapy operates www.blossomingheartsplaytherapy I take my responsibility in respect of the confidentiality and security of data very seriously. As such, this privacy notice outlines how your personal data is treated when you use this website. I adhere to PTUK's Data Protection Policy which can be found: If you do not want your information to be collected and used as described below, you may revoke your consent, please contact me.

Website Use

Your Personal Information is only for providing and improving the Site. By using the Site, you agree to the collection and use of information in accordance with this policy.

While using this Site, you may be asked to provide certain personally identifiable information that can be used to contact or identify you. Personally identifiable information may include, but is not limited to your name ("Personal Information").

Like many site operators, information that your browser sends whenever you visit our Site ("Log Data") will be collected.

This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser type, browser version, the pages of our Site that you visit, the time and date of your visit, the time spent on those pages and other statistics.

In addition, third parties may be used for services such as Google Analytics that collect, monitor and analyse this.

Cookies

Cookies are files with a small amount of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a web site and stored on your computer's hard drive.

Like many sites, my web site uses "cookies" to collect information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Site.

Communications

If you make contact with me via email provided on my contact page I will use this email to contact you to discuss services and referrals. E mails to this address are encrypted.

Should you decide not to go ahead with a service I will not retain this information after you have stated that you do not require a service. If you state that you will require a service within the following 12 months I will retain your information for a 12 month period.

For referrals I will require Parental consent, a referral form and completed Strengths and difficulties questionnaires completed by parents and school, if attending a school setting.

If at the stage of referral I am unable to begin work immediately, your details will be put on a waiting list with information from the forms above. They will be kept on the waiting list for a period of 12 months unless you indicate that you would like these to be removed.

Changes to This Privacy Policy

This Privacy Policy is effective as of May 2025 and will remain in effect except with respect to any changes in its provisions in the future, which will be in effect immediately after being posted on this page.

I reserve the right to update or change our Privacy Policy at any time and you should check this Privacy Policy periodically. Your continued use of the Service after we post any modifications to the Privacy Policy on this page will constitute your acknowledgment of the modifications and your consent to abide and be bound by the modified Privacy Policy.

If I make any material changes to this Privacy Policy, I will notify you either through the email address you have provided us, or by placing a prominent notice on our website.

When accessing Play Therapy Services

1. How will your details be used

a. Your personal contact details (your name, address, phone number and email address)

I will only use this information to contact you or for reporting the progress and results of the therapy for quality assurance purposes. I will only share these details outside of my organisation for medical or legal purposes or, if it is relevant, when my computer systems are being

b. Your child's age, sex, ethnic background and why they have been referred for play therapy

This information will be used in reports within my organisation. I use it to assess how effective and efficient the service is for different types of children. If the details contain your or your child's name I will mark them as 'confidential' and store them securely. If I send this information outside my organisation, I will make it anonymous so that neither you nor your child can be traced.

c. Measures based on the results of questionnaires

You or the person who referred your child for play therapy will fill in these questionnaires. I will use the questionnaires to assess how severe any emotional well-being, behaviour or mental-health issues are so that I can decide how many sessions your child needs. I may also use the questionnaires after therapy has started and definitely at the end of therapy to see what changes have happened. If any reports contain your child's name, I will mark them as 'confidential' and store them securely. If I send the reports outside the organisation, I will make the information in them anonymous so that it can't be linked to you or your child.

d. The activities your child does during the sessions

I use this information to review your child's progress. I also use it to see which activities help improve children's emotional well-being and mental health so that I can improve the quality of my practice, including my training. If any reports contain your child's name, I will mark them as confidential and store them securely. If I send reports outside the organisation, I will make the information in them anonymous so that it can't be linked to you or your child.

2 Supervision and quality assurance

All practitioners on the Register of Play and Creative Arts Therapists, managed by PTUK and accredited by the Professional Standards Authority, must have a set number of hours of clinical

supervision. The therapist makes a verbal report on each child to a clinical supervisor who is very experienced in working in therapy with children. The child's progress, including their problems, what they do in the sessions, any significant themes in their play and anything else that is relevant, is discussed. The clinical supervisor assesses and reviews a therapist by providing support and advice, identifying any problem areas and, if necessary, suggesting action to be taken.

Notes may be taken during the discussions between the therapist and supervisor. If these notes contain your or your child's name, I will mark them as confidential and store them securely. If I send any part of these notes to anyone else or another organisation, I will make your or your child's personal details anonymous so that you can't be traced.

3 Play Therapy UK

Play Therapy UK is my professional organisation. It uses information about your child and their play therapy activities to check the quality of therapists' service, and to update the clinical evidence base (see below) and other research projects which are aimed at improving the quality of therapists' practice for the benefit of the children they work with.

The clinical evidence base is kept in a secure computer database managed by PTUK. It is used to compare the results of therapy with a child's characteristics (such as their age, sex, ethnic background and the condition they have been referred with), the number and type of sessions and the therapy activities that have taken place. Doing this helps us to set guidelines of good practice, and to identify any areas of risk or where further investigation (through research) is needed. I make all the information anonymous so that a child cannot be identified in any lists or reports that are produced. When we analyse and report on information, it is based on groups of a minimum number of 200 cases and does not identify any child.

PTUK therapists have to re-register each year. They do this by providing the following information.

- Your child's age, sex, ethnic background and the condition they were referred to us with
- Measures they have taken based on information from questionnaires
- The therapy activities carried out by the child during the sessions

Fortuna

Fortuna is a highly secure system provided by PTUK for me to record your and your child's information. Your and your child's name and address are only processed by me (your therapist), for communication purposes. They are not processed by PTUK except, if relevant, when my computer system is being repaired. Neither are they released by PTUK to any other organisation or person.

Your rights

You have a right to access personal information that we hold about you or your child. Please contact me if you would like to request these. The fee for this service is £50.

For details of information I, your service provider, or a clinical supervisor holds, please contact:

For details of information held by Play Therapy UK, please contact:

Data Controller

Play Therapy UK

The Coach House

Belmont Road

Uckfield TN25 1BP.