

Ms Ralitsa Dikova
Psychoanalytic Psychotherapist

Privacy Policy

Contact Details

Name: Ms Ralitsa Dikova

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A) The type of personal information I may collect to provide therapy to you:

- Your name;
- Your DOB;
- Your contact details (telephone number, home address and email);
- Details of your General Practitioner (GP) and next of kin (NOK);
- Skype, Zoom accounts or other Internet contact details;
- Other personal data you volunteer, such as family history, relationships and profession;

B) How I get the personal information as listed in Section A and why I have it:

Most of the personal information I process is provided to me directly by you for one or more of the following reasons:

- To take the necessary steps to enter into a contract with you for your psychotherapy treatment;
- For communication purposes;
- In case of an emergency.

C) I use the information that you have given me in order to:

- It is a requirement of the BPC's code of Ethics that if I am unable to work for any reason, my Clinical Trustees can contact you. For that purpose, I will share your contact details with them;
- Have contact with you during your psychotherapy treatment;
- Psychotherapy treatment purposes;
- Further the analytic process to ensure I work in your best interest. I am doing that by writing anonymised notes to clarify my thoughts, both by self-supervision and by a discussion with professional colleagues and a suitably qualified supervisor;
- If your health and safety, and that of others, are threatened.

D) Confidentiality:

I adhere to the Code of Ethics of the British Psychoanalytic Council, including their strict confidentiality standards. Therefore, I will not disclose any of your personal information listed in Section A to a third party without your permission.

E) Under the General Data Protection Regulation (GDPR), the lawful bases I rely on for processing this information are:

(a) Your consent.

- You may withdraw your consent at any time by contacting me at ralitsa.dikova@pm.me.

(b) I have an interest:

- To be able to practice psychotherapy;
- In an emergency, the process of information is necessary to protect your health and safety and/or that of others.

F) How I store your personal information:

- a) Your personal information is securely stored electronically, anonymised, and protected by a password.
- b) I will retain your personal information during your psychotherapy treatment. When the treatment concludes, I will delete all your electronic data from my computer system entirely.
- c) Any paper-format notes will always be anonymised and shredded after I finish with their purpose;