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Privacy Notice

Your privacy is very important to me, and you can be confident that your personal information will be kept safe and secure and will only be used for the purpose it was given to me. I adhere to current data protection legislation, including the General Data Protection Regulation (EU/2016/679) (the GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

This privacy notice tells you what I will do with your personal information from initial point of contact through to after your therapy has ended, including:

• Why I can process your information and what purpose I am processing it for.

• Whether you must provide it to me.

• How long I store it for.

• Whether there are other recipients of your personal information.

• Your data protection rights.

I am happy to chat through any questions you might have about my data protection policy, and you can contact me via hopeandempathycounselling@gmail.com

‘Data controller’ is the term used to describe the person / organisation that collects, stores and has responsibility for people’s personal data. In this instance, the data controller is me. I am registered with the Information Commissioner’s Office, Registration Reference ZB652051.

My lawful basis for holding and using your personal information. For information about the lawful basis for processing personal information visit the ICO website.

There are different lawful bases depending on the stage at which I am processing your data. I have explained these below:

If you have had therapy with me and it has now ended, I will use legitimate interest as my lawful basis for holding and using your personal information. If you are currently having therapy or if you are in contact with me to consider therapy, I will process your personal data where it is necessary for the performance of our contract. The GDPR also makes sure that I look after any sensitive personal information that you may disclose to me appropriately. This type of information is called ‘special category personal information’. The lawful basis for me processing any special categories of personal information is that it is for provision of health treatment (in this case counselling) and necessary for a contract with a health professional (in this case, a contract between me and you).

Initial contact.

When you contact me with an enquiry about my counselling services, I will collect information to help me satisfy your enquiry. This will include name, address, date of birth and contact details. If you decide not to proceed, I will ensure all your personal data is deleted.

While you are accessing counselling.

Rest assured that everything you discuss with me is confidential. That confidentiality will only be broken if you share something that I feel is a serious safeguarding concern or if I am legally obliged to by law. I will always try to speak to you about this first, unless there are safeguarding issues that prevent this. I will keep a record of your personal details to help the counselling services run smoothly. These details are kept securely in a password protected document and are not shared with any third party. I will keep brief written notes of each session, these are also password protected. For security reasons I do not retain text messages and if there is relevant information contained in a text message, I will add this to your password protected record. Likewise with any email correspondence.

After counselling has ended.

Once counselling has ended your records will be kept password protected for the required time of 7 years from the end of our contact with each other and are then securely destroyed.

Your rights.

I try to be as open as I can be in terms of giving people access to their personal information. You have a right to ask me to delete your personal information, to limit how I use your personal information, or to stop processing your personal information. You also have a right to ask for a copy of any information that I hold about you and to object to the use of your personal data in some circumstances. You can read more about your rights at ico.org.uk/your-data-matters.

If I do hold information about you I will:

• Give you a description of it and where it came from.

• Tell you why I am holding it and tell you how long I will store your data.

• Tell you who it could be disclosed to.

• Let you have a copy of the information in an intelligible form. You can also ask me at any time to correct any mistakes there may be in the personal information I hold about you. To make a request for any personal information I may hold about you, please put the request in writing addressing it to hopeandempathycounselling@gmail.com

If you have any complaint about how I handle your personal data, please do not hesitate to get in touch with me by emailing to the contact details given above. I would welcome any suggestions for improving my data protection procedures. If you want to make a formal complaint about the way I have processed your personal information you can contact the ICO which is the statutory body that oversees data protection law in the UK. For more information go to ico.org.uk/make-a-complaint.

Data Security.

I take the security of the data I hold about you very seriously and as such I take every effort to make sure it is kept secure. I use encrypted devices; locked filing cabinet and all documents are password protected.

Website.

I use WebHealer as the content management system for my website.

[Privacy Policy - WebHealer | Therapist Websites. 20 Years Experience](https://www.webhealer.net/privacy-policy/)