

## Privacy Policy

I comply with the Data Protection Act and registered with the ICO (Registration Reference: ZA464916).

I have password protection and encryption on all devices that use electronic data, such as a computer/phone/tablet. No one has access to passwords on devices but me, so if we communicate via any of those methods in the way of email or text, you can be assured of confidentiality. I will only keep said correspondence for as long as necessary either to process your request, or during and after either our correspondence or our working together, after such times, the data will be deleted.

### GDPR Statement

The General Data Protection Regulation (GDPR) and Data Protection Bill came into force on the 25th May 2018. These jointly replace the Data Protection Act 1998.

As a therapist and therefore someone who will likely hold or be partly responsible for holding and processing personal data about individuals, I am required to adhere to data protection regulations.

This page details information about my policy around any personal information collected, stored and processed and your rights regarding this.

### Personal Information I Collect

- Name
- Gender (or preferred identity)
- Age
- Date of Birth
- Relationships & Progeny
- Occupation
- Address
- Telephone/SMS number (plus permission to send SMS & leave voice messages)
- Email address
- Counselling/Psychotherapy history or prior experience
- Medical conditions/drug & alcohol use relevant to therapy
- Prescribed medication
- Issues & difficulties
- Session summaries

### How I Store Your Personal Information

- Paper: contact sheets, agreements and written notes (described below). This allows me to access contact information in case of emergencies, but refrains from revealing any detailed personal information on any electronic applications.

- Computer/Smartphone: I will store records in apps behind encryption password access, that back up to my private iCloud Drive, which is also protected by 2-step password verification.
- Email/SMS: your email address and correspondence will be stored in my email account, currently Gmail, by nature of you contacting me. Your telephone number may be stored in my SMS app should we exchange messages this way. Electronic correspondence will also be held by the corresponding app (GMail, Phone's SMS).
- Website: none of your personal information is stored on my website.

## **Documents Held**

### **Paper**

- Contract/Agreement Form
- Initial Session / Assessment Record
- GDPR Agreement (this document)
- Brief Session / Supervision Notes
- Client Contact Hours Record
- Client Code (linking documents)
- Case Study/Research Consent (if requested)

### **Electronic**

- Contact name & telephone
- Email/SMS
- Client Code (linking documents)
- Session recordings (if requested)

## **How Your Personal Information May Be Processed/Shared**

### **Supervision/Consultation**

I have a professional arrangement with a supervisor/consultant/qualified therapist in this process with whom I discuss issues around my practice and occasional client material. In order to protect your privacy, my supervisor/consultant/qualified therapist will not know you personally or professionally. I may refer to you by your initials and to non-identifiable information verbally when it is helpful to my professional processes, however my supervisor/consultant/qualified therapist is also professionally bound by an agreement of confidentiality.

### **Emergencies**

If your health is in jeopardy (provided I have your consent) I may share your contact information with an emergency healthcare service (e.g. Mental Health Crisis Team).

If I have become aware of your intent to cause harm to another person/organisation (including acts of terrorism), the law may require that I inform an authority without seeking your permission. In such a situation, the law may require that I share your personal information without your knowledge (known as: whistle-blowing).

### **Therapeutic Will**

Your contact details (first name and mobile number only) will be shared with my Therapeutic Ex-

ecutors only in the event of an emergency (e.g. if I am incapacitated for whatever reason) or in the event of my death. This is so that you will be contacted and informed should you still be in counselling/therapy with me at the time.

### **Erasing Your Information**

I will hold onto your written/electronic information for up to seven years past the end of our working together. This is so I have a reference of our work in situations such as you returning to counselling/therapy in the future, or for research/case study purposes if you have given consent. After this time has passed, I will shred written information and erase electronic copies of your information and correspondence.

### **Your Rights**

#### **You have the following rights:**

- To be informed what information I hold (i.e. as explained in this document).
- To see the information I hold about you (free of charge for the initial request).
- To rectify any inaccurate or incomplete personal information.
- To withdraw consent to me using your personal information.
- To request your personal information be erased (though I can decline whilst the information is needed for me to practice lawfully & competently).

NB: A printed copy of this statement will be given to you when we first meet for counselling/therapy. If we agree to work together, we will both sign the printed copy of this statement to indicate our agreement.