**Privacy Policy**

**What I do with your data and how I look after it.**

**Privacy Policy**

Your personal information is important to me and I only use and retain your personal information to provide the services which you have requested from me. I am the Data Controller in relation to the personal data held and am registered with the Information Commissioners Office

**Why I hold information**

I hold personal identifying data including name, address, telephone number and e-mail address to arrange and contact you in relation to appointments.   In addition, I hold GP and emergency contact details. Telephone numbers and e mail may be stored on smartphones and computers.  ​

I also retain separate client biographical notes, these will include medical information provided, personal history and session summary. These notes are to facilitate my reflection on the sessions and support the counselling work. Where appropriate client work may be discussed in counselling supervision in accordance with ethical practice and guidelines.

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**Right to access records**

You have a right to access the client notes and receive relevant extracts. However, to protect the privacy of any other persons mentioned during the sessions clients are not entitled to copies of notes referencing any third party. Once provided the client becomes responsible for the privacy of the notes and I am no longer responsible for the disclosure of such records.

**Sharing of data**

I will not share your data with third parties other than where you give consent for the confidence to be broken or; I am compelled by a Court of Law or where the information is of such gravity, in the case of fraud, crime or serious or imminent harm to the client or others including Child Protection issues, breach of the Terrorism Act or Proceeds of Crime Act, that confidentiality cannot be maintained.

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**How long is information held**

Client notes are retained securely for a period of 3 years. After this period records are destroyed.

**Your Rights**

You have the right to ask to see any information held by me about you. To do this please ask me. You also have the right to ask for information that you believe to be incorrect to be rectified. I will endeavour to provide you with the information requested within four weeks.

If I become aware of a situation where your personal information may have accidentally or maliciously been obtained by a third party, I will notify you as soon as possible.  If you are concerned about the way that your information is being held please discuss this with me. If you are still unhappy you have the write to complain to the Information Commissioners Office.