



## Privacy Notice

This privacy notice outlines what personal information I collect, why I collect it and how I use it. I also outline your rights over your personal information and what procedures I use to protect your personal information. I adhere to the General Data Protection Regulation (EU/2016/679) when processing your personal information. I am registered with the Information Commissioners Office: registration number ZA866089. I also adhere to the policies of British Association for Counselling and Psychotherapy.

### **My commitment to you**

I am committed to using your personal information lawfully, fairly and transparently which includes using your personal information for the lawful purposes that were explained to you and not used for other purposes. I ensure that your personal information is kept up to date, accurate, secure, protected, retained only for as long as necessary and for the purposes outlined.

### **How your personal information is collected?**

Personal information about you is provided to me at your initial point of enquiry, during our counselling sessions and when you visit my website.

### **What personal information is collected?**

I collect personal contact information (including; name, address, telephone numbers, email address, emergency contact, GP address) and special category information (including; medical information, gender).

### **Lawful basis for processing your information**

To comply with the GDPR I must have a lawful basis for processing your personal information. If you are currently having counselling with me or if you are in contact with me to consider beginning counselling with me then the legal basis to process your personal information is for the performance of our contract for the specific purpose of providing a counselling service to you, including taking steps to ensure that the counselling service I am able to provide is suitable to your needs. If you used to have counselling with me which has now come to an end then the legal basis for me processing your personal information would be for a legitimate interest.

### **Why personal information is collected?**

- I use your personal information, including your name and contact details, to process your enquiry for counselling services. I may also receive your personal information by someone making an enquiry or a referral on your behalf. If you decide not to progress towards counselling then I delete your personal information within three months. Please let me know if you prefer your personal information to be deleted before the three months.
- I also use your personal information to provide you with the counselling service outlined within the working agreement. I collect contact details that

can be used in an emergency. I keep a written record of any information relating to the safety of yourself or others including suicide risk and child protection concerns. For your safety it may be necessary for me to contact your GP while we are working together and I will always try do this with your consent.

- I keep your personal information in a locked filing cabinet and your details are not shared with any third party.
- I also keep short factual notes of each session which are kept separately to your personal information, are non-identifiable and are stored in a locked filing cabinet. I record information that explains my professional decision making and which enables me to respond to a complaint made against me.
- Some personal information may also be used for statistical analysis, although, no personal information is used that could potentially identify you.
- I do not share your personal information with anyone else within my private practice because I manage my own private practice as an independent sole trader.

### **How I store your information**

- All written information is locked in a fire-retardant filing cabinet in my office.
- I delete all text messages once read and your number is not stored on my business phone.
- I print all emails and store these within your personal file.
- I store your email address electronically and delete it when we are no longer working together.

### **How long I store your personal information**

I retain your personal information for 7 years after the working relationship has ceased, as required by my insurance provider.

### **Your rights relating to your personal information**

You have the right to:

1. **Request access** to see your personal information and to check that I am processing it lawfully.
2. Request that personal information held about you is **corrected**.
3. Request **erasure** by asking for the deletion or removal of personal information where there is no legitimate ground for retaining such information.
4. **Object to me processing** your personal information.
5. Request **restriction** towards the processing of your personal information:
6. Your personal information to be **transferred to another party**.

If you wish to exercise your rights then please submit your request to me in writing.

### **How to contact me**

Please contact me if you have any questions about this Privacy Notice or if you are unhappy with how I have used your personal information: 122 Sunlight Gardens, Fareham, Hampshire, PO15 6DQ [info@hycounselling.co.uk](mailto:info@hycounselling.co.uk) 07874810357.

You also have the right to contact the Information Commissioner's Office if you are not happy with how I used your personal information <https://ico.org.uk/concerns/>.