

PRIVACY & DATA PROTECTION POLICY

Your information is managed according to The General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 under the regulations of the ICO (Information Commissioners Office) to which I am registered. It is also managed in compliance with the BACP (British Association for Counselling and Psychotherapy).

- Under the GDPR I am required to Process your data in a lawful, fair and transparent way
- Collect and store this data for specified, explicit and legitimate purposes (outlined below)
- To keep your data accurate and up to date
- To keep your data in a way you cannot be identified and for no longer than is necessary
- To process your personal data with appropriate security as the 'data-controller' holding full responsibility for compliance with these principle in line with the UK GDPR, ICO and BACP

INFORMATION ABOUT YOU AND HOW IT IS RECORDED - I am named as the 'data' controller' of your information. As the data-controller I will need to record personal information about you. This information includes your name, address, contact details, GP practice, Emergency contact and other Emergency contact Services, agencies which you give consent to. Also information of relevant medical, mental, physical health and aspects of your personal, social, sexual and family history which you may choose to share. This information will be retained electronically and manually using appropriate security and protection.

Your personal data such as your name, address and/or date of birth and other information will be used to verify your identity, if there is a need to contact your GP, other agencies or there is a request for access to personal data from yourself, your representative or legitimate legal party such as a court order. Where possible this will be discussed first so you are aware, except in extenuating circumstances where there is a specific legal requirement to do so, where there is an ethical duty to do, for example to avoid serious harm to yourself or another.

This personal information will be held for six years maximum, to guarantee the duty of care after the cessation of our counselling relationship, except where there is a mutually agreed decision to retain it for longer or where you or I believe that it is in the best professional interests to do so. If notes are to be retained for longer than six years an agreement will be drawn up regarding this. After six years your information will be destroyed in a secure and safe manner.

INFORMATION ABOUT COUNSELLING SESSIONS - I keep a record of each counselling session, any correspondence between us, whether via email, phone or any other form of communication will be retained. Notes retained of the counselling sessions will be a brief factual record of the session and anonymised, this means a code will be used, this means your name will not be displayed or attached to any notes or record of correspondence. These notes will include any agreements made, for example, cancelled sessions or changes to the way the therapy is conducted. The notes are held on password-protected documents, drives and devices and/or kept in locked cabinet.

These notes may be shared using a code with my counselling supervisor(s), counselling professional body in this instance BACP (British Association for Counselling and Psychotherapy) or similarly, for purposes of maintaining professional standards.

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I may make information from these notes available to legitimate third parties under the following conditions:

- Receipt of a request from you if the release of the notes is not judged as likely to cause you significant harm or harm to another person
- Where there is a specific legal requirement to do so
- Where there is an ethical duty for to do, for example to avoid serious harm to yourself or another

YOUR RIGHTS - You have the right to:

- ask to see information held about you, to request a copy of your information, to ask for an explanation regarding your information. The request for information is explicitly for you and cannot be shared with a third party without prior consent and consideration that the notes are not to be judged as likely to cause you significant harm or harm to another person.
- ask that information you believe to be incorrect to be corrected in certain circumstance
- limit and restrict some data processing where it is applicable To request to see a copy of your information held send an email to: sarahmordaunt.com this request will be recorded in your notes. I will endeavour to provide you with the information requested within four weeks.

DATA BREACH - If I become aware of a situation where your personal information may have accidentally or maliciously been obtained by a third party, lost or destroyed, (this is called a 'data breach'). I will assess the risk and within three days and/or at the earliest possible time I become aware of this:

- I will notify you
- I will notify the ICO
- I will notify the BACP
- I will keep a record of this data breach

If you are concerned about the way that your information is being held please discuss this with me in the first instance. If you are still unhappy, you have the right to complain to the Information Commissioners Office (ICO) the details: Tel: 0303 123 1113 Web: <https://ico.org.uk/make-a-complaint/> I am registered with the ICO Information Commissioner's Office and the BACP (British Association for Counselling and Psychotherapy).