



Gentle Kindness Counselling

GDPR Policy statement

Gentle Kindness Counselling upholds each person's rights. Privacy and confidentiality are central to our relationship.

The latest General Data Protection Rules (GDPR) came into effect on the 25th of May 2018. Clients have the right to access their notes, to know for how long the information is stored and how/where it will be stored. I am also registered with the Information Commissioners Office (ICO) as a controller of sensitive data and work to their standards for storing any information about you. More information can be found at: <https://ico.org.uk/>

To receive copies of your notes please advise via email see below for details. There will be a fee of £40 for this request.

All client paper notes will be held in a locked storage facility, the key is held in a key-safe and Michelle Lumley is the only person with the key-safe number. All electronic data is held on a USB device that is also locked in a different key-safe with a different access number.

All information will be held for 6 years after the client counsellor relationship has ended. After the 6th year the information is shredded and/or deleted.

If a client believes their rights to confidentiality or data protection have been breached, they must raise this directly with Michelle in the first instance. Complaints can be submitted by email and will be acknowledged within 30 days. Michelle will investigate without undue delay and keep the client informed of progress and the outcome. If the client remains unsatisfied following this process, they may then approach the relevant external body; the British Association for Counselling and Psychotherapy (BACP) regarding professional conduct, or the Information Commissioner's Office (ICO) regarding data protection matters. My BACP membership number is 00921017.

To allow me to complete my work I utilise the services of a Virtual Assistant, Gemma. My priority is always the care and privacy of our work together, so please be assured that Gemma is a true professional, is fully insured and ICO registered. Gemma has also signed a formal Non-Disclosure Agreement (NDA) to ensure all information remains strictly confidential.

Please note all clients will be asked to sign a disclosure form prior to the first paid session allowing Michelle Lumley to break confidentiality in an emergency situation.

Please indicate agreement for Michelle Lumley to securely hold and/or process your data by signing below.

Full Name:

Email address:

Phone number:

Declaration I, _____ confirm that I have read the above policy and

agreed to abide by the rules contained therein including GDPR.

Signature (can be typed):

Whatsapp: 07545144277 (Email contact preferred)

Email: gentlekindnesscounselling@outlook.com

Website: <https://gentlekindnesscounselling.com/>

Individual member of the British Association for Counselling and Psychotherapy

Membership number: 00921017