



**Dr Ranjana Mitra**

## **Privacy Notice**

### **Introduction**

Your privacy is very important to me and you can be confident that I will keep your personal information safe and secure and will only use it for the purpose it was given to me. I adhere to the General Data Protection Regulation (GDPR).

This privacy notice tells you what I do with your personal information from the point of initial contact through to after your counselling has ended.

### **Lawful basis for holding and using your personal information**

#### Initial contact

When you contact me with an enquiry for counselling, I will collect some information from you to help me satisfy your enquiry. This will include your telephone number and/or your email address. If you decide not to proceed, I will ensure all your personal data is deleted within 30 days of your enquiry.

#### When accessing counselling

When you access counselling I will collect further personal details. Please be assured that these are kept securely and not shared with any third party for marketing purposes. As described in the consent form, I will keep all your information confidential. Confidentiality is only broken when I need to seek help for you if you are in danger of significant harm, or have expressed an intention to harm others. I will always try to inform you before breaking confidentiality, unless there are safeguarding issues that prevent this.

Information collected during assessment and counselling sessions are kept as paper records. I also keep written notes of each session. None of the information I collect is stored electronically.

I do not encourage you to routinely share information via email or text. Where this is needed, I record/print off the necessary information on paper and delete the electronic record.

#### After counselling has ended

Once counselling has ended, I will store your information and all related paper records for a period of 6 years, after which all your information will be destroyed securely.

#### Sharing of information

I may occasionally share some of your personal information with my supervisor, for the purpose of carrying out my role competently. In the event of a claim, I may have to share your information with my Insurance company.

### **Your rights**

I try to be as open as I can in terms of giving people access to their personal information. You have the right to ask for a copy of any information I hold on you. You have the right to ask me to correct any mistakes in your information. To make a request for any personal information I may hold about you, please put the request in writing, addressing it to me at [ranjana.mitra@icloud.com](mailto:ranjana.mitra@icloud.com). I will aim to give you a copy of the information within 20 working days from the date on which I receive your request. There is a charge of £25 for this, though I may waive the charge depending on circumstances.

If you have any concerns about how I handle your personal information, or any suggestions for improvement, please do not hesitate to contact me in writing on [ranjana.mitra@icloud.com](mailto:ranjana.mitra@icloud.com). The statutory body that oversees data protection law in the UK is the Information Commissioners Office, and I am registered with them. For more information go to [ico.org.uk](http://ico.org.uk).