



Karen Marston
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Privacy Policy

Agreement to Storage of personal data policy

This Privacy Policy and Data Retention Statement explains further how I use and protect any information that you give me when you use my counselling service for yourself or your child.

I am registered with the Information Commissioner's Office (ICO) and follow their guidelines.

Should I ask you to provide certain information by which you or your child can be identified when using my services, then you can be assured that it will only be used in accordance with this policy and the ICO guidelines.

Emails, Contracts and Policies

Please note by contacting me by email and/or telephone to ask about my services you are allowing me access to personal data about yourself and/or your child (e.g., telephone numbers, email addresses and names) which will be recorded and stored securely in a locked filing cabinet, within my home, until my first meeting with your child. If we do not proceed to an initial meeting, then your details and any communication notes made will be destroyed and your emails deleted from my email system.

Your email address is likely to be stored by my laptop and could therefore be found within my laptop. This device is only used within my home and is password protected.

I am not currently using email encryption programmes so any correspondence about your child may be vulnerable to viruses or human error. For these reasons it is best to be thoughtful about what you include in emails to me and which email addresses you choose to use. It is best to rely on emails only for non-confidential communications and to avoid putting any confidential/psychological material in emails.

If you choose to send sensitive material by email, please be aware that emails are retained in the logs of internet providers. They can also be vulnerable to viruses and unintended forwarding or replication.

Once counselling begins the legal basis for the ongoing holding of personal data is to allow me to contact my client or my client's parents or carers, if necessary, primarily to cancel sessions (normally by text or phone call) or to contact you if you or your child miss a session without notice.

Emails received from you or your child or another professional working with your child, which I feel constitute part of my notes, will be printed and securely stored in a locked filing cabinet within my home. Emails are then deleted permanently.

The contract and counselling request form (including personal information provided by you) are kept in a securely locked filing cabinet. These are all destroyed upon completion of our work except for the signing pages which are kept for five years or for children and young people until they are 25.

Notes

I keep brief notes of all sessions and my supervision meetings to aid my memory and support my processing of sessions and the counselling relationship. These are stored using only the client's initials in a locked filing cabinet within my home and are kept for five years or until a child or young person is 25, as is any correspondence from other professionals/sources.

Under GDPR I need your permission or your child's permission to keep these files and will explain this if needed.

You or your child may remove your consent to note keeping at any time but please note this may result in my needing to bring our contract to an end as I believe note keeping to be an essential and ethical requirement within my profession.

When counselling ends my notes (and any artwork produced, which we have agreed I will keep), are kept for five years or until a child or young person reaches the age of 25 and then destroyed.

Client's rights named in GDPR.

To access a copy and explanation of personal data held.

To request correction or erasure, in certain circumstances.

To request limiting or ceasing data processing, where applicable.

To compensation for substantial damage or distress caused by data processing, where applicable.

You or your child or young person have the right to ask to see the information I hold and/or my note keeping under the rights above. If requested, we would view my notes together, within a session, within one calendar month (excluding my Annual Leave, weekends and Bank Holidays) and any requests for correction or erasure will be considered. Please note I may have a legal or professional obligation to keep and not correct or erase.

Storage of Phone Numbers

For the duration of your child's counselling, I will store your mobile number on my mobile phone. Your mobile number is deleted when our contract ends. Your number is only stored to identify you if you send me a text or call me or if I need to contact you regarding your or your child's appointment. I will not contact you for any other purpose.

Use of personal information

I will never pass your/your child's information on to a third party, without your consent, unless I am required to do so by law, as part of my duty to protect a child, a vulnerable adult or the public and where I am required to do so by law or by a court.

In the normal course of events only I have access to my filing cabinets. However, in the event of my death or incapacity (which renders me unable to work or communicate with my clients) my Professional Will makes provision for my Professional Executors access my clients' personal details with the view to contacting all to advise of my death or incapacity. The executors will not contact an under 18-year-old directly.

Concerns or Complaints

I encourage you to let me know if you think that my collection or use of or storage is unfair, misleading or inappropriate and I welcome any suggestions for improving my procedures.

If you or your child wishes to complain about how I handle your data, in the first instance, please contact me as Data Controller and Data Processor. If your complaint or query is not resolved to your satisfaction, you can contact the Information Commissioner's Office as the statutory body which oversees data protection law.

If you wish to revisit this policy at any time, please do let me know.