



Balanced Life Counselling Privacy Policy

My contact details:

Name: Emma Wilson

Phone Number: 07592 117928

E-mail: balancedlifecounselling@protonmail.com

Policy Introduction

Your privacy is very important to me and you can be confident that your personal information will be kept safe and secure and will only be used for the purpose it was given to me. I adhere to current data protection legislation, including the General Data Protection Regulation (EU/2016/679) (the GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

This privacy policy tells you what I will do with your personal information from initial point of contact through to after your therapy has ended, including:

- Why I am able to process your information and what purpose I am processing it for
- Whether you have to provide it to me
- How long I store it for
- Whether there are other recipients of your personal information
- Whether I intend to transfer it to another country,
- Whether I do automated decision-making or profiling, and
- Your data protection rights.

I am happy to chat through any questions you might have about this policy and you can contact me via email or text as per my contact details above.

'Data controller' is the term used to describe the person/ organisation that collects and stores and has responsibility for people's personal data. In this instance, the data controller is me.

I am registered with the Information Commissioner's Office

My lawful basis for holding and using your personal information

The GDPR states that I must have a lawful basis for processing your personal data. There are different lawful bases depending on the stage at which I am processing your data. I have explained these below:

If you have had therapy with me and it has now ended, I will use legitimate interest as my lawful basis for holding and using your personal information.

Date: 20/11/2023

If you are currently having therapy or if you are in contact with me to consider therapy, I will process your personal data where it is necessary for the performance of our contract.

The GDPR also makes sure that I look after any sensitive personal information that you may disclose to me appropriately. This type of information is called 'special category personal information'. The lawful basis for me processing any special categories of personal information is consent initially. I will then retain any counselling records in case of the need to reference them in the future (the official legal basis is to defend against potential legal claims).

How I use your information

Initial contact.

When you contact me with an enquiry about my counselling services I will collect information to help me satisfy your enquiry. This will include your name and contact details. Alternatively, your GP or other health professional may send me your details when making a referral or a parent or trusted individual may give me your details when making an enquiry on your behalf.

If you decide not to proceed I will ensure all your personal data is deleted within 3 months. If you would like me to delete this information sooner, just let me know.

While you are accessing counselling.

I will keep a record of your personal details to help the counselling services run smoothly. These details are kept securely in a password protected file and are not shared with any third party. I may keep written notes of sessions, these are kept either in a password protected document or in a locked cabinet that I am the only person who has the key for. These notes will not have any identifiable details on them.

For security reasons I do not retain text messages or emails for longer **than 1 week**. If there is relevant information contained in a text message or an email I will transfer this in to the password protected file and delete it from the mobile phone/ email account.

After counselling has ended.

Once counselling has ended your records will be kept for 5 years from the end of our contact with each other and are then securely destroyed. If you want me to delete your information sooner than this, please tell me.

Third party recipients of personal data

Rest assured that everything you discuss with me is confidential. That confidentiality will only be broken as per the Balanced Life Confidentiality Policy. I will always try to speak to you about this first, unless there are safeguarding issues that prevent this.

Your rights as a data subject

I try to be as open as I can be in terms of giving people access to their personal information. You have a right to ask me to delete your personal information, to limit how I use your personal information, or to stop processing your personal information. You also have a right to ask for a copy of any information that I hold about you and to object to the use of your personal data in some circumstances. You can read more about your rights at ico.org.uk/your-data-matters.

If I do hold information about you I will:

- give you a description of it and where it came from;
- tell you why I am holding it, tell you how long I will store your data and how I made this decision;
- tell you who it could be disclosed to;

- let you have a copy of the information in an intelligible form.

You can also ask me at any time to correct any mistakes there may be in the personal information I hold about you.

To make a request for any personal information I may hold about you, please put the request in writing addressing it to balancedlifecounselling@protonmail.com

Data security

I take the security of the data I hold about you very seriously and as such I take every effort to make sure it is kept secure.

- I use a Laptop that I am the sole user of and it is password and fingerprint protected
- Where notes are taken, they are either stored within a document on the above laptop (which the document will also be encrypted with a password to access it), or, if they are written notes then they are stored in a locked cabinet that I alone have the key for.
- Notes (in either electronic or written form) will not have any identifiable details on them so that they cannot be linked back to you as an individual.
- I am the only person that has access to my bank account and this is password protected.
- I use a separate mobile phone for Balanced Life Counselling that is password protected and I am the sole user of this phone. This phone is only turned on during office hours.

Visitors to my website

When someone visits my website, I use a third party service, Go Daddy to collect standard internet log information and details of visitor behaviour patterns. I do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way that does not identify anyone. I do not make, and do not allow Go Daddy to make, any attempt to find out the identities of those visiting my website. I use legitimate interests as my lawful basis for holding and using your personal information in this way when you visit my website.

I use Go Daddy as the content management system for our website - find out about Go Daddy and data protection here <https://uk.godaddy.com/help/privacy-faqs-27879#> .

Like most websites we use cookies to help the site work more efficiently - find out about our use of cookies <https://www.godaddy.com/en-uk/legal/agreements/cookie-policy>

No user-specific data is collected by me or any third party. If you fill in a form on my website, that data will be temporarily stored on the web host before being sent to me.

How to complain

If you have any complaint about how I handle your personal data please do not hesitate to get in touch with me by writing or emailing to the contact details given above. I would welcome any suggestions for improving my data protection procedures.

If you want to make a formal complaint about the way I have processed your personal information you can contact the ICO which is the statutory body that oversees data protection law in the UK. For more information go to <https://ico.org.uk/make-a-complaint/>

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

