



PRIVACY (& CONSENT) NOTICE

YOUR PERSONAL INFORMATION - GENERAL DATA PROTECTION REGULATION (GDPR)

GDPR is bringing in new legal protection for personal information from May 2018. This tells you what personal information I hold and why, and what your rights are. Once you have read it please complete and sign the declaration/statement of consent at the bottom.

Practitioner's Name/Identity: Michelle Mould

Practitioner's Contact Details:

Telephone No: 07977 178685

Email address: michellemouldimpact@gmail.com

Address:

24 Rectory Close

Long Stratton

Norwich

Norfolk

NR15 2TU

Data Controller Contact Details: Michelle Mould as above

The Purpose of processing Client Data

In order to give professional counselling sessions or hypnotherapy, I will need to gather and retain potentially sensitive information about your health. I will only use this information to inform counselling/hypnotherapy sessions and to refer you back to your GP where appropriate. I will delete web form enquiries from my emails.

Lawful Basis for holding and using Client Information

As a full member of the National Counselling Society (NCS) and National Hypnotherapy Society (NHS) I am required to gather adequate background information including medical information at the initial consultation.

The lawful basis under which I hold and use your information is my legitimate interests ie. my requirement to retain the information in order to provide you with the best possible treatment options and advice.

As I hold special category data (i.e. health related information), the **Additional Condition** under which I hold and use this information is: for me to fulfil my role as a counsellor and hypnotherapist bound under the NCS and NHS Confidentiality as defined in the NCS and NHS Code of Practice and Ethics.

What information I hold and what I do with it

In order to give professional counselling and hypnotherapy, I will need to ask for and keep information about your health. I will only use this for counselling and hypnotherapy treatments and any advice I give as a result of your treatment. The information to be held is:

- Your contact details
- Medical history and other health-related information (which I will take from you at first consultation)
- Treatment details and related notes (which I will take after each consultation)

I will NOT share your information with anyone else (other than within my own practice, or as required for legal process) without explaining why it is necessary, and getting your explicit



consent.

How Long I Retain Your Information for

I will keep your information for 8 years.

Protecting Your Personal Data

I am committed to ensuring that your personal data is secure. In order to prevent unauthorised access or disclosure, I have put in place appropriate measures to safeguard and secure the information I collect from you.

I will contact you using the contact preferences you give me in relation to:

Appointment times

Your Rights

GDPR gives you the following rights:

- The right to be informed:
To know how your information will be held and used (this notice).
- The right of access:
To see your therapist's records of your personal information, so you know what is held about you and can verify it.
- The right to rectification:
To tell your therapist to make changes to your personal information if it is incorrect or incomplete.
- The right to erasure (also called "the right to be forgotten"):
For you to request your therapist to erase any information they hold about you
- The right to restrict processing of personal data:
You have the right to request limits on how your therapist uses your personal information
- The right to object:
To be able to tell your therapist you don't want them to use certain parts of your information, or only to use it for certain purposes.
- Rights in relation to automated decision-making and profiling.
- The right to lodge a complaint with the Information Commissioner's Office:
To be able to complain to the ICO if you feel your details are not correct, if they are not being used in a way that you have given permission for, or if they are being stored when they don't have to be.

Full details of your rights can be found at <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>.

If you wish to exercise any of these rights, please use the contact details given above.

If you are dissatisfied with the response you can complain to the Information Commissioner's Office; their contact details are at: www.ico.org.uk



THERAPIST’S RIGHTS

Please note:

- if you don’t agree to your therapist keeping records of information about you and your treatments, or if you don’t allow them to use the information in the way they need to for treatments, the therapist may not be able to treat you
- Your therapist has to keep your records of treatment for a certain period as described above, which may mean that even if you ask them to erase any details about you, they might have to keep these details until after that period has passed

Consent

I have seen this document and understand that you will hold and use my personal information, using it in order to provide me with the best possible treatment options and advice in line with the statements above.

I consent to you holding and using my information as outlined above, and understand that I may withdraw that consent at any time by emailing: michellemouldimpact@gmail.com

I have received a copy of this document.

Name:

Date:

Signature:

Note: for children under 16 a parental or guardian signature is required.