



H I B E R N I U M

Counselling & Psychotherapy Service OnLine

General Data Protection Regulation (GDPR)

Client information is primarily provided by clients but may also come from external sources in specific cases:

Referrals: If you have been referred to our services.

Involvement of Other Services or Individuals: When other services or individuals, such as parents or guardians, are involved.

Therapists are ethically and legally obligated to keep basic notes and records. These records track therapy progression, including discussed themes, plans, interventions, observations, contact between sessions, and artwork. Emergency contact details, medications, and next of kin information are retained for safety. Information is stored securely, with client notes on an encrypted laptop and written notes in a locked storage area.

Confidentiality forms the cornerstone of trust between therapist and client. Clients entrust their most personal information, vulnerabilities, and experiences to therapists, believing in the sanctity of this professional relationship. This confidentiality extends beyond the therapy room to encompass all records, notes, and digital data collected or generated during the therapeutic process.

Sensitive client data in counselling and psychotherapy practices may encompass a wide array of information:



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- Personal details (name, contact information, address)
- Health information (mental health history, diagnoses, treatment plans)
- Psychosocial information (family dynamics, relationships, trauma history)
- Communication mediums (emails, messages, session recordings)
- Financial information (billing details, insurance information, payment records)

The depth and breadth of information collected underscores the necessity of safeguarding this data with the utmost care and diligence. This responsibility is further compounded by legal and ethical obligations to ensure client confidentiality while navigating the regulatory landscape.

Access to client information is carefully controlled. Clients can request their notes in writing under the Freedom of Information Act, 2000, and notes can be court ordered. Sharing information with other professionals requires consent, except in cases where there is a risk to the client, someone else, or a minor.

By legal requirements, information is retained for a minimum of eight years or if the regulation changes periodical time, after therapy concludes to ensure compliance with relevant regulations.

Ensuring the privacy and security of our clients is paramount, and confidentiality is a fundamental aspect of our therapeutic relationship. The confidentiality of



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information shared between the therapist and the client is safeguarded, except in the following situations:

- Risk to Minors: If information suggests that minors (under 18 years) are at risk of physical, sexual, or emotional abuse. ([TUSLA Children First Act 2015](#))
- Risk of Harm: When there is a serious risk of harm to the client or another individual.

During the contracting stage before the first session, confidentiality concerns will be openly discussed, providing an opportunity to address any issues. To maintain client anonymity, notes use client codes, and identities are protected during supervision sessions.