



## **Privacy Notice and Data Protection**

### 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 notice 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 my data protection policy and you can contact me via email or WhatsApp.

‘Data controller’ is the term used to describe the person/ organisation that collects, 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 [Registration Number: C1527101].

### 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.

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 that it is for provision of health treatment (in this case counselling) and necessary for a contract with a health professional (in this case, a contract between you and me).



## 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 name, phone number, email address and an outline of your current challenges. 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 one month. If you would like me to delete this information sooner, just let me know.

### **While you are accessing counselling**

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

I will keep a record of your personal details to help the counselling services run smoothly. These details are kept securely within encrypted software and are not shared with any third party.

I will keep written/typed notes after the sessions, which will be stored on a password encrypted system.

Your mobile number and any text messages will be stored in my business phone under a code name and any emails will be saved in my password protected inbox.

### **After your sessions have ended**

In line with my insurance company, all notes, records, contact and emails between us will be kept for a period of 5 years once we have completed our work. Following this, they will be confidentially destroyed.

I will delete your number from my business phone within 1 month of our work completing.

## Sharing of your data

It is unlikely that I will have to share your data with a third party, unless subpoenaed by a court of law. If I have to break confidentiality due to a risk of harm, or law breaking, as per my confidentiality clause, I may have to share some of your information with your GP or the Police.



## Your rights

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](https://ico.org.uk/your-data-matters).

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 [dragonflycounselling2024@gmail.com](mailto:dragonflycounselling2024@gmail.com) and I will endeavour to respond within 14 days.

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 [ico.org.uk/make-a-complaint](https://ico.org.uk/make-a-complaint).