



Privet House Therapy

Barwell

Leicestershire

LE9 8AL

07752766645

support@privethousetherapy.co.uk

www.privethousetherapy.co.uk

Introduction

The Data Protection Act 1998 (DPA) defines personal information as any information that can be used to identify a living individual. Individuals can be identified by various means, including their name, address, telephone number or email address.

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.

This privacy notice informs you how your information will be processed from initial point of contact through to after your therapy has ended. This includes how your personal information will be collected, stored and shared and on my legal requirements for holding your personal information.

The type of personal information I collect

I currently collect and process the following information:

- Name
- Gender
- Age
- Date of Birth
- Relationship/ Family Status
- Occupation
- Address
- Telephone Number/Permissions
- Email address
- GP Details/ Emergency contacts
- Mental Health History
- Medical Conditions (relevant to therapy)
- Prescribed Medication (relevant to therapy)
- Presenting Difficulties (relating to any of the above)

How I get the personal information

Most of the personal information I process is provided to me directly by you when you contact me with an enquiry (first contact).

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.

How I store your personal information

Paper documents:

All paper documents: I will store these details in locked filing cabinet that will only be accessed by myself. (These paper files will be split accordingly and filed separately to secure client anonymity)



- Contact form
- Contract/Agreement
- Assessment Record
- GDPR Agreement
- Client Code (linking documents)
- Brief Session Notes

Electronic documents:

Smartphone: I will store your contact data in my private password protected work phone (Name, mobile number, email address) This allows me to contact you in case of emergencies, but keeps from revealing this data to other applications.

Email/SMS/WhatsApp: your email address and correspondence will be stored in my email account (currently outlook) by nature of you contacting me. Your telephone number may be stored in my SMS or WhatsApp app should we exchange messages this way.

Website: none of your personal data is stored on my website, other than to momentarily collect & send it to my Outlook account for the purposes of our initial contact, after which is automatically erased.

A note about Outlook and Electronic Messaging Systems - free electronic email & messaging services (Gmail, Outlook, Facebook, WhatsApp etc.) regularly read incoming & outgoing messages electronically. One of the reasons for this is that the service gains knowledge about the messaging user for the purposes of selling advertising to other companies. To put it plainly: if you email me about the topic of, say, your sexuality using your Gmail address its very likely sexuality will be associated with your email account which will possibly attract associated advertising topics wherever you're logged in with that same account, for example Google.com.

Best advice I can give is (a) to read the terms of service when using a free messaging provider and (b) to be cautious in what data you include when communicating electronically.

How I process or share your information

- As the data controller, the GDPR states that I have a lawful basis for processing your personal data
- I will collect your personal information to help me satisfy your enquiry as part of our first contact, for example to arrange, cancel and rearrange appointments. I will only retain your personal information for as long as is necessary. This is in line with guidance from the Information Commissioner's Office.
- Supervision- this process for my practice and case load, your privacy will be protected. I will refer to you by your client code.
- Therapeutic will- your contact details will be shared with my therapeutic executor in the event of my death, should you still be in therapy with me.
- Emergencies – if I have consent, I may share your data with the emergency services or mental health crisis team.
- At the beginning of your first appointment, I will ask you to complete a personal details form containing your name, address, date of birth, contact information and also contact information for your GP. The form is stored in a locked filing cabinet that can only be accessed by me
- After therapy has ended: There are reasons why counsellors are required to keep records after therapy has ended. For example, in the case of financial transactions personal information must be retained for as long as legally required in respect of tax or accounting purposes. Retaining your therapy notes ensures that I can continue to offer you an efficient service if you make contact after therapy has ended. Your therapy notes do not include any personal details that could be used to identify you and continue to be stored securely in a locked filing cabinet that only I have access to for seven years after therapy has ended. This time frame adheres with current industry guidelines. Seven years after therapy has ended your therapy notes will be confidentially destroyed.
- Your personal details form is confidentially destroyed on ending your therapy sessions. Please note that I need to keep a record of your name, date of birth and your client reference number for seven years after therapy ends. Your client reference number corresponds with a client reference number on your therapy notes and therefore enables me to identify your therapy notes if necessary.



- I will ensure that all of your personal data is deleted within one month of ending therapy.
- I will not sell, rent or share your personal information with third parties in other ways without your consent.

My legal obligation

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases I rely on for processing this information is I have a legal obligation.

I may disclose personal information when it is required to assist with a lawful investigation or comply with the law.

Please note, that disclosure of personal data may be released without your prior consent to the police for the following purposes:

- Prevention of Terrorism Act (1989) and Terrorism Act (2000)
- The Road Traffic Act (1988)
- By Court Order
- Under Section 47 of the Children Act (Safeguarding)

Your rights

You have the following rights...

- To be informed about what data you are giving me which I will record / have recorded.
- To see the data, you have given me about yourself (free of charge for the initial request only).
- To ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.
- To rectify any inaccurate or incomplete personal data about you.
- To withdraw consent to me using your personal data about you in certain circumstances.
- To restrict the processing of your personal information in certain circumstances.
- To request your personal data be erased (however I have the exception right to decline your request whilst the data is required for me to practice lawfully & under insurance (around 7 years))
- With individual counselling "you/your" refers to yourself alone.

With couple and group counselling "you/your" refers to you as an individual and therefore you may only make a GDPR Data Request for data held about you as an individual; you may not request data held on your partner (couples) and you may not request data held on any other member of the therapy group (groups). With respect to my session notes they reference either the individual (individual counselling), the couple's relationship (couple counselling) or the group dynamic (group counselling) depending on the counselling service contracted.

Therefore, to request a copy of my notes under GDPR: as a couple both your permissions will be required (and a copy will be sent to both partners simultaneously), and for a group every group member's permission will be required (and a copy will be sent to all group members simultaneously).

A printed copy of this statement will be given to you when we first meet for counselling. If we agree to continue working together, we will both sign the printed copy of this statement to indicate our agreement.

In the event of a data breach

I have a legal obligation to report a data breach to you and the Information's Commissioners Office (ICO) within 72 hours.

How to complain

If you have any concerns about my use of your personal information, you can make a complaint to me at Privet House Therapy.



You can also complain to the ICO if you are unhappy with how we have used your data.

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>

Kind regards

Charlotte Wileman

Dip Counsellor