

Lily Pad Counselling Privacy Statement and Data Protection

Under the General Data Protection Regulation (GDPR) effective from 25 May 2018 Lily Pad Counselling needs to let you know what personal information we collect from you, how we process it lawfully, who we share it with, how it is stored and how long it is retained. We also need to explain your individual rights.

Lily Pad Counselling is registered with the Information Commission Office (ICO). You have a right to complain to the ICO if you think there is a problem with the way we handle your data. The Information Commissioner's Office can be reached on 0303 1231113 if you have any questions about how your data is used.

The personal information Lily Pad Counselling collects about you

Lily Pad Counselling will only collect and retain information within their assessment and notes that it considers necessary and relevant in order to work professionally, ethically and safely with you. Lily Pad Counselling collect the following information about you: Name, address, telephone number and/or email address, date of birth, GP contact details, medical conditions and prescribed medication relevant to counselling, general information about your mental and physical wellbeing, including ways of coping and support network and any past or present suicidal ideation or self-harm. This helps us assess your suitability for counselling, enables us to contact you to arrange appointments and if necessary to contact your GP, normally with your consent, except in the case of emergencies.

Record Keeping and storage

If you choose not to continue with counselling after your assessment session, your assessment notes will be shredded and disposed of confidentially.

I use the personal data of your email address or telephone number for correspondence and communication with regard to your enquiry about the services of Lily Pad Counselling. I only retain the information for the period that we are in correspondence/communication and then it is deleted.

I make brief notes about the main points you have discussed in your counselling sessions. All notes are anonymised and filed in accordance with Data Protection Regulations.

Your personal contact details are kept in a separate file in a locked secure filing system and on a secure database.

Computer systems and phones containing your contact details (telephone number, email address) are password protected.

All information is stored for five years in accordance with my Professional Liability Insurance requirements. After this time, all paper notes are professionally shredded and electronic information deleted. This period may be extended if you and your counsellor agree, in which case you will be asked to sign a new consent form.

Confidentiality and Sharing information

In accordance common law and the British Association for Counselling and Psychotherapy guide for good practice, anything you discuss with your counsellor will remain confidential; your counsellor will not discuss your sessions with anyone else outside the organisation other than these limitations:

1. If you express motivation towards, or your counsellor assesses the potential for you to harm yourself or another person.
2. If you disclose that you or a third party are at **RISK**, then we will disclose to the appropriate authorities.
3. If you tell your counsellor something that means we would be in breach of the law if we did not disclose it, such as drug trafficking, money laundering or terrorism.
4. If our notes are subpoenaed by a court of law.

All Counsellors are required by professional standards to have professional clinical supervision of their work. No identifiable information is shared with their supervisor. Both the counsellor and supervisor are members of a professional Association with an enforceable code of ethics.

Your rights

The GDPR provides the following rights for individuals:

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making and profiling.

This privacy statement is kept under regular review and will be updated when necessary.

Declaration

I consent to Lily Pad Counselling keeping a record of any personal information I give to them in the manner described above.

Signed Date

Print Name