

SB Counselling & Psychotherapy Privacy Notice January 2024

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 GDPR.

Data Controller is the term used to describe the person that collects and 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 [C1412006].

I am happy to chat through any questions you might have about my data protection policy and you can contact me via email.

My email address is: peggy@sbcounselling@gmail.com .

www.Sbcponline.co.uk

Tel 07488595262

Lawful basis

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.

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.

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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 me and you).

If you agree to audio recordings being made of our sessions, I use these with your consent. You are able to remove your consent at any time by contacting me on the email address above.

How I use your information

When you contact me with an enquiry about my counselling services, I will collect information to help me respond to your enquiry. This will include name, contact

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details, and nature of your request. 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 6 months. If you would like me to delete this information sooner, just let me know.

It is my intention that the contents of our therapy are kept confidential. It is an important part of the therapy process that you feel able to discuss anything you need without fear of recrimination. Confidentiality will only be broken if there is a serious risk of harm to yourself or others, there is a court order, or I believe you are involved in money laundering or acts of terrorism. I will always try to speak to you about this first, unless there are safeguarding issues that prevent this. Please also note that I may discuss our work together in supervision or training, but that you will remain anonymous.

I will keep brief notes, and an audio recording (with your consent) of our sessions, and a record of your personal details to help the counselling services run smoothly, quality, training and exam purposes.

Once counselling has ended your records will be kept for 8 years from the end of our contact with each other and are then securely destroyed. If you want me to delete your information sooner than this, please tell me. Audio recordings will be deleted at the earliest possible time.

Your rights

I try to be as open as I can be in terms of giving people access to their personal information. Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You can read more about your rights at www.ico.org.uk/your-data-matters

You can 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

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hold about you, or if you have any complaint about how I handle your personal data please put the request in writing addressing it to peggy@sbcounselling@gmail.com

Data Security

I take the security of the data I hold about you very seriously and as such I take every effort to make sure it is kept secure. e.g. I use encrypted devices, locked filing cabinet etc. 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 www.ico.org.uk/make-a-complaint .

Visitors to my website

When someone visits my website, I use a third-party service, Wix to collect standard internet log information and details of visitor behaviour patterns. I do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way that does not identify anyone. I do not make, and do not allow Wix to make, any attempt to find out the identities of those visiting my website. I use legitimate interests as my lawful basis for holding and using your personal information in this way when you visit my website. Like most websites we use cookies to help the site work more efficiently. No user-specific data is collected by me or any third party. If you fill in a form on my website, that data will be temporarily stored on the web host before being sent to me.