

Privacy Statement

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 for which it was provided 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 for 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.
- Your data protection rights.
- Whether I do automated decision-making or profiling, I am happy to chat through any questions you might have about my data protection policy, and you can contact me via email at karen.aitchison@gmail.com.

'Data controller' is the term used to describe the person/ organisation 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 ZB987775.

My phone number is: 07845245513. My email address is: karenaitchcounselling@gmail.com

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. The lawful basis for processing your data depends on the stage at which I am processing it. 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 ensures that I handle any sensitive personal information you may disclose to me appropriately. This type of information is referred to as 'special category personal information.' The lawful basis for me processing any special categories of personal information is consent initially. I will then retain any counselling records in case they need to be referenced in the future (the official legal basis is to defend against potential legal claims).

How it might look: 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
- Address

- Date of Birth
- Telephone Number
- Email address
- GP Details

Alternatively, your GP or other healthcare professional may send me your details when making a referral, or a parent or trusted individual may provide me with your details when inquiring on your behalf.

If you decide **not** to proceed, I will ensure all your personal data is deleted within 30 days. 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 will be kept confidential. Confidentiality will only be broken if I believe you pose a danger to yourself or others. I will try to discuss this with you and my supervisor first, but this may not always be possible.

I will keep a record of your personal details (Client Information Form) to help the counselling services run smoothly. I also record session notes on a laptop that is password-protected at both the individual document level and the laptop itself.

Any paper documents are stored in a robust, non-portable cabinet to which I have exclusive access and are not shared with any third party.

For security reasons, I do not retain text messages for more than 7 days. Likewise, any email correspondence that is not deemed important will be deleted after 7 days. If necessary, I will retain it within my Google email account.

After counselling has ended.

Once counselling has ended, your records will be retained for 30 days from the date of our last contact and will then be securely destroyed. If you would like me to delete your information sooner than this, please let me know.

Your rights

I strive to be as transparent as possible in terms of providing people with access to their personal information. You have the right to request that I delete your personal information, limit how I use your personal information, or stop processing your personal information. You also have the right to request a copy of any information that I hold about you and to object to the use of your personal data in certain circumstances. You can read more about your rights at ico.org.uk/your-data-matters.

If I do hold information about you, I will:

- give you a description of it and where it came from;
- tell you why I am holding it, tell you how long I will store your data and how I made this decision;
- tell you who it could be disclosed to;
- let you have a copy of the information in an intelligible form.

You can also ask me at any time to correct any mistakes in the personal information I hold about you.

To request any personal information I may hold about you, please submit your request in writing, addressed to karenaitchcounselling@gmail.com.

If you have any complaints about how I handle your personal data, please do not hesitate to get in touch with me by writing or emailing at 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. In that case, 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.

Data Security

I take the security of the data I hold about you very seriously, and as such, I make every effort to ensure it remains secure. I use encrypted devices and a locked filing cabinet.

Additional information for website owners and employers

Visitors to my website

When someone visits my website, I use a third-party service, Webhealer, 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 processed in a manner that does not disclose any personal details. I do not make, and do not allow Webhealer 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.

I use Webhealer so that I can continually improve my service to you.

Like most websites, we use cookies to help the site work more efficiently. For reference, see bacp.co.uk/notices/cookies.

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.

If I am not happy with how my data has been processed, I understand that I can complain to the ICO <https://ico.org.uk/make-a-complaint>