

Collection of Information & Data Protection

Information I collect about you and how I use it.

Upon starting therapy, basic personal information will be collected for contact and identification reasons. At our initial meeting a verbal assessment of your psychological health will be undertaken, and I will take notes at this session. These may include some personal and/or sensitive details about your life. The assessment and any brief notes are used solely to support the therapy offered to you. All note taking will be done in English.

Your rights

Factual content notes will only have practical and informational material unless there are risks which may need to be noted. You have rights relating to the information I hold to verify the accuracy. Any notes will be factual and brief. You have the right to request a copy of any information that I hold about you. If you would like a copy of some or all your personal information, please email or write to me via the contact details stated in this agreement. Information will be provided to you within 30 days. I want to make sure that your information is accurate and up to date. Please inform me if you change your address, G.P. or phone number.

How long do I keep your information for (data retention)?

Your information is kept for the time necessary to provide therapy, however outside of this I will hold your details and any brief notes for a period of time following the end of your therapy to comply with any obligations that are placed upon me by my insurers and my accrediting body. Paperwork is regularly shredded. **If you have participated in audio recording, upon the conclusion of our collaboration, (I) the therapist will keep the audio recordings for six months. Subsequently, these recordings will be automatically erased unless, during the concluding session, you have explicitly requested the deletion of all audio recordings.**

Sharing of data

There may be times where your information needs to be shared with other parties e.g., a medical practitioner. I will explicitly ask for your consent before doing so, and the data will be sent to them securely or I will speak with them on the telephone.

Security of your data

Information will be kept securely and confidentially in line with the data retention policy as stated above. Any paper notes if taken will be stored in a secure location. Digital information is stored on a laptop which will have your email address, telephone number and address and this is password protected. I do not have any numbers stored on my mobile phone as it is used primarily to make and receive calls and is not a smart / android phone. If you send me an email, I will keep this on my system for some time, thereafter it will be automatically deleted.

Lawful basis for processing your information

The lawful basis for my holding and using your information is in relation to the delivery of a contract to you as a health care professional. As an accredited member of the BACP UK, I operate under a strict code of confidentiality.

Complaints

I work to the code of ethics set out by the British Association for Counselling and Psychotherapy. If you are not satisfied with my work, you are encouraged to raise any concerns with me directly in the first instance. If you feel this is not possible, then you can make a complaint to the BACP UK.

Agreement

You will be required to sign this page to indicate that you have understood and agreed how your personal information will be held for the purposes of counselling. Without your agreement to my holding your personal information it will not be possible to proceed with therapy.