

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 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,
- Whether I do automated decision-making or profiling,
- Your data protection rights. I am happy to chat through any questions you might have about my data protection policy and you can contact me via [reflections.trauma.counselling@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

[Insert registration number].

My email address is: reflections.trauma.therapy@gmail.co.uk

### **Holding and using your personal information**

The GDPR legislation 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. 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 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 consent initially. I will then retain any counselling records in case of the need to reference them in the future (the official legal basis is to defend against potential legal claims).

### **How I use your information, How it might look. 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 [add personal information you record at this stage]. 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 [3 months ]. 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 is confidential. That confidentiality will only be broken if you are at serious risk of harm to yourself or others. Legislation states that

counsellors also have to report to the police any form of ongoing sexual assault. Rape, Terrorism and Money laundering. I will always try to speak to you about this first, unless there are safeguarding issues that prevent this.

I will keep a record of your personal details to help the counselling services run smoothly. These details are kept securely on a digital laptop twice password protected and are not shared with any third party. I will keep written notes of each session, these are kept digitally on the same device. For security reasons I do not retain text messages after the counselling contract has ended. If there is relevant information contained in a text message I will add it to client notes]. Likewise, any email correspondence will be deleted after the contract ends. If it is necessary I will add email content to client notes. Once counselling has ended your records will be kept for 1 month 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.

### **Third party recipients of personal data**

How it might look I sometimes share personal data with third parties, for example, where I have contracted with a supplier to carry out specific tasks. For example email addresses to access video online meetings. In such cases I have carefully selected which partners I work with. I take great care to ensure that I have a contract with the third party that states what they are allowed to do with the data I share with them. I ensure that they do not use your information in any way other than the task for which they have been contracted.

### **Your rights How it might look**

I try to be as open as I can be in terms of giving people access to their personal information. You have a right to ask me to delete your personal information, to limit how I use your personal information, or to stop processing your personal information. You also have a right to ask for a copy of any information that I hold about you and to object to the use of your personal data in some circumstances. You can read more about your rights at [ico.org.uk/your-data-matters](https://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; No information is disclosed without a court order.
- let you have a copy of the information in an intelligible form. You can also 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 hold about you, please put the request in writing addressing it to [insert email]. If you have any complaint about how I handle your personal data 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 [ico.org.uk/make-a-complaint](https://ico.org.uk/make-a-complaint)

