

Privacy Notice

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 protection legislation, including the General Data Protection Act 2018 (GDPR).

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 need to provide it to me
- How long I store it for
- Whether there are other recipients of your personal information
- Your data protection rights

I am happy to chat through any questions you might have about my data protection notice and you can contact me via sophie@sophiehughescounselling.co.uk

‘Data Controller’ is the term used to describe the person/organisation that collects, 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 (Reg No ZC091553) My contact number is 07544 817545. My email address is sophie@sophiehughescounselling.co.uk

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. There are different lawful bases depending on the stage at which I am processing your data. I have explained these below.

If you are currently having therapy or in contact with me to consider therapy, I will process your personal data where it is necessary for the performance of our contract.

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.

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

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 your name, email address and telephone contact details. Alternatively, your GP or health care professional may send me your details when making a referral, or a 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 three 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 there are safeguarding concerns or legal requirements. 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 and are not shared with any third party.

After counselling has ended

Once counselling has ended your records will be kept for five years from the end of our contract with each other and then securely destroyed. If you want me to delete your information sooner, please let me know.

Your rights

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 stop processing your personal information. You can read more about your rights at ico.org.uk/your-data-matters

Data Security

I take security of the data I hold about you very seriously and as such I take every effort to make sure it is kept secure. I use encrypted password protected devices and password protected files for storing personal data.

Visitors to my website

When someone visits my website, I use a third part service to collect standard internet log information and details of visitor behaviour patterns. I do this to find out number of visits to the parts of the site. This information is only processed in a way that does not identify anyone. I use legitimate interest as my lawful basis for holding and using your personal information in this way when you visit my website.