



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 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 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**
- **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 email.

My phone number is: 07585712070

My email address is: ebony@fourseasonscounselling.co.uk

My lawful basis for holding and using your personal information

The GDPR states that I must have a lawful basis for processing you or your child's personal data. There are different lawful bases depending on the stage at which I am processing your data. I explain these below:

If your child has had therapy with me and it has now ended, I will use legitimate interest as my lawful basis for holding and using any personal information.

If your child is currently having therapy or if you are in contact with me to consider therapy for your child, I will process you and your child's 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 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).

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, date of birth, GP details, medication, interests, address and contact details, also a brief summary of issues that you and your child would like to address. 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 or your child's details when making an enquiry on your behalf.

If you decide not to proceed, I will ensure all your or your child's personal data is deleted within 36 hours. If you would like me to delete this information sooner, just let me know.

While you are accessing counselling.

Once we have agreed that counselling with me is right for you, and your therapy commences, I will collect further information from you that may include: network of support, emotion profiles, genograms, theme of sessions, Safeguarding concerns, a note of our work together within sessions.

Rest assured that everything you discuss with me is confidential. That confidentiality will only be broken if I believe there to be a safeguarding or child protection issue. 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 you or your child's personal details to help the counselling services run smoothly. I will store your personal information electronically and physically. Personal information is stored electronically on devices that are password and/or fingerprint I.D. protected, and in files that are further password protected and only accessible by me. Names and contact details are stored separately to other personal information (anonymised format). Information is stored physically using paper records held securely in a locked container in an anonymised format and are not shared with any third party. I take the security of the data I hold about you and your child very seriously and as such I take every effort to make sure it is kept secure using anonymised client codes.

For security reasons I do not retain text messages for more than 36 hours. If there is relevant information contained in a text message, I will redirect to you or your child's personal folder.

Likewise, any email correspondence will be deleted after I have responded or no more than 36 hours if it is not important. If necessary, I will print off and retain in the relevant anonymised password protected folder electronically.

After counselling has ended.

Once counselling has ended you or your child's records will be kept for no longer than is necessary in accordance to the GDPR. In practical terms, I will usually store your information for a minimum of 7 years after the therapy has ended. However, I may need to store your information for longer than this to comply with my insurance terms and conditions. This data is then destroyed securely.

Who will my personal information be shared with?

Some of your personal information may be shared with your G.P., or other healthcare professional, under certain exceptional circumstances. These include the requirements of a court of law, the threat of serious physical harm to you or to others, or during regular consultations with my professional supervisor. Please note clinical supervision is a mandatory requirement for my practice to ensure I am providing the best service to you and your child and any information I share with my supervisor is anonymised with all identifying information removed. Some of your personal information such as, telephone call data, or payment information, is shared with, mobile phone operator, or card payment provider respectively. These providers operate under their own privacy policies, and these can be provided upon request.

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 or your child's 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 or your child and to object to the use of your or your child's personal data in some 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 its, 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 there may be in the personal information I hold about you or your child.

To make a request for any personal information I may hold about you or your child, please put the request in writing addressing it to **ebony@fourseasonscounselling.co.uk**.

If you have any complaint about how I handle your or your child's 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 or your child's 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). Data security I take the security of the data I hold about you and your child very seriously and as such I take every effort to make sure it is kept secure using anonymised client codes.

Visitors to my website

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.