

Privacy Policy

I am committed to comply with the terms of the General Data Protection Regulation (GDPR) regarding the secure use of your data. This policy sets out how and why I collect your data and keep it secure.

What information is kept and why

I keep your personal information in order to provide you with professional supportive counselling. This is in accordance to what is required by law, British Association of Counselling and Psychotherapy (BACP) and my professional indemnity insurance company.

I keep your personal information such as name, address, date of birth, employers' details, email and skype address. I need to collect these to be able to contact you regarding our work and to be able to reach you in an emergency.

I keep a record of sessions scheduled and fees paid.

I collect your GP details which I would only use if I had a serious concern about you or someone else.

I keep brief, factual notes about our sessions. I use this to help with our future sessions and sometimes for discussion in my professional supervision.

I use your contact details to invoice you, if this is the agreement we have made.

How is information stored

I store your personal details as securely as possible. All paper documents are kept in a locked filing cabinet. All electronic files including reports are kept under password-protection.

Any process notes are kept separate to any identifiable personal information.

Sessions schedules are recorded in a paper diary using an anonymising code.

When paying by electronic transfer, your account name or reference appears on my bank statements. These statements are only accessible electronically via my secure electronic password device.

Clients notes and other documentation are destroyed after seven years.

Any known data breaches will be reported to the Independent Commissioners Office (ICO) within 72 hours.

Online sessions are conducted, where possible, via zoom (www.zoom.us) and is GDPR compliant.

Sharing your information

Counselling is confidential. However, your personal information may be disclosed under the following circumstances:

Supervision: I engage in regular supervision in order to achieve high standards of professional practice and meet the obligations of my professional body. My supervisor is bound by the same code of ethics and confidentiality and is accredited with the British Association of Counselling and Psychotherapy (BACP).

GP: If I have a major concern about your wellbeing and need to safeguard you or others from serious harm, I may need to contact your GP. My aim is to always discuss this with you prior to any contact with your GP, however this may not always be possible.

Legal obligation: I may have to disclose some personal information if required to do so by a court of law.

Consent: I may share medical or personal information with relevant health professionals or legal representatives whom you have agreed I need to contact. In these cases, consent will be taken in writing from you.

Clinical Will: In the event of my death or serious illness, a named colleague will be able to access your details so they can provide you with information as to why they are acting on my behalf and support you when making arrangements for ongoing support if this is what you wish.

Your rights, under GDPR

You have the rights to:

- Request access to a copy of the information I hold on you.
- Request changes to, or the deletion of all or part of the information I hold. Where possible, I will respect this request, however if I am legally or ethically bound to hold this information I would be unable to action this request.
- Make a complaint about how I handle your data. In the first instance, please contact me. If your complaint is not resolved satisfactorily, you have the right to complain to the ICO (www.ico.org.uk)

Please read through this policy carefully. If you have any further questions or concerns, please do not hesitate to contact me at katiecarrolluk@live.co.uk

This information in this policy may be modified from time to time.

May 2018.