

Privacy Policy

Your privacy is important to me and I do all that I can to protect your personal information.

I will never share your information with a third person without your consent

What personal client data do I hold?

Client contact details, client emails, client session notes, client emergency contact details, client GP details.

How long are records kept:

Client appointment details/ contact records are kept via encrypted electronic files and stored for a maximum of 7 years after a client has ended, then all client files are securely destroyed.

Circumstances in which data may be shared with other agencies:

There are some circumstances where confidentiality can be broken. If the circumstances below are disclosed this may result in breaking confidentiality:

If the Client is at immediate risk or substantial harm to self or others

Under a legal requirement, e.g. terrorism, drug money laundering, The Children's Act etc

Summons of clients notes via a court order

Depending on the circumstance, I would always aim to discuss this with the client before taking any action wherever possible. The limits of confidentiality are discussed during the first initial session with the client and written in a contract that both parties sign and have a copy of.

GDPR

What do you do with contact data that you receive via the website?

I store phone numbers and email addresses for contact purposes during the time you are in therapy. When therapy has ceased, all digital records remain on a password protected computer for 7 years. After this time, all data will be deleted.

Why are you collecting data?

I collect data for the purpose of therapy and communication

Who is the Data Controller?

Debra Brown

Is the Data Controller registered with the Information Commissioner's Office (ICO)

Yes

What is the registration reference?

Registration reference: ZB483847

DATA PROTECTION COMPLAINTS

If you have a concern about how I have handled your personal information, please contact me immediately by emailing yourperspectivecounselling@outlook.com.

Please describe your concern as clearly as you can, and include any relevant dates or details.

What happens next

I will acknowledge your complaint within 30 days of receiving it. I will then look into your concern and respond to you without undue delay.

If you are not satisfied with my response, you have the right to make a complaint to the Information Commissioner's Office (ICO) at ico.org.uk or by calling 0303 123 1113.