

# Privacy Policy

## 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 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
- Whether I intend to transfer it to another country,
- Whether I do automated decision-making or profiling, and
- 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 [dawn.brearley22@gmail.com](mailto:dawn.brearley22@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, Dawn Brearley.

I am registered with the Information Commissioner's Office ZB048623.  
My phone number is: 07843 876932. My email address is: [dawn.brearley22@gmail.com](mailto:dawn.brearley22@gmail.com)

## 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 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 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 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 and contact details. Alternatively, a third party, such as an Employee Assistance Programme, may send me your details when making a referral. If you decide not to proceed I will ensure all your personal data is deleted within one month. If you would like me to delete this information sooner, just let me know.

If I receive an enquiry from you through a third-party counselling directory, the email or text is received by me only. Please check the relevant third-party counselling directory for their privacy policy on how they manage and store your personal data.

### *While you are accessing counselling.*

Rest assured that everything you discuss with me is confidential. That confidentiality will only be broken if I believe that you or someone-else, especially a child or a vulnerable adult, might be at risk of serious harm. In line with National Counselling & Psychotherapy Society (NCPS) Code of Ethics, I will always discuss the sharing of confidential information with you unless there is a safeguarding issue. In addition, I am legally obliged to break confidentiality and pass information onto the relevant authorities, in cases where a client discloses information about acts of terrorism, money laundering and drug trafficking.

I will keep a record of your personal details to help the counselling services run smoothly. These details are kept securely on password protected devices that can only be accessed by me. Your email address or phone number will be used to provide you with written confirmation of your appointment times/Zoom link. If we agree together, I may also use your email address to email you information that is relevant to your therapy sessions.

I usually keep brief written notes of each session. These are kept on an encrypted, password protected device or may be handwritten notes which do not include any personally identifying details and are stored securely in a locked filing cabinet. Your client therapy notes are stored separately to any contact details/personally identifiable documents.

Counsellors are required to have regular supervision support so I may discuss our work with my supervisor. This would be done without identifying you and my supervisor is a counsellor who abides by the British Association for Counselling & Psychotherapy's (BACP) code of ethics regarding confidentiality.

### *After therapy has ended*

Once counselling has ended your records will be kept for 5 years from the end of our therapy together and are then securely destroyed. This is to comply with my professional insurance requirements.

For security reasons I do not retain text messages or emails after our therapy has ended. If there is an instance, when there is any relevant information contained in a text, message or email, I will transfer the information so that it can be kept securely as with the client notes and safely destroyed/deleted after 5 years. Again, this information will be anonymised.

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

I sometimes share personal data with third parties, for example, where I have contracted with a supplier to carry out specific tasks. 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.

I share a limited amount of personal data with third parties in order to provide therapy services to you and to fulfil legal obligations in respect of tax and accounting purposes. Financial records are kept for 7 years, are stored and destroyed/deleted securely.

If your appointments are paid for and arranged by a third party, for example, an Employee Assistance Programme or online counselling platform, I will only share information where you have already given consent and where there is a contractual agreement between myself and the third party. The extent of the information sharing will be outlined in the third party's contract with you, as their direct client, and I will usually go over the key points around confidentiality in our initial session. Please feel free to ask any questions/raise any concerns with me or the third party.

I may receive enquiries/referrals from a third-party counselling directory and the email, text or voice message is received by me only. Please check the relevant third-party counselling directory for their privacy policy on how they manage and store your personal data.

## **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 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](http://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;
- 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 and email to [dawn.brearley22@gmail.com](mailto:dawn.brearley22@gmail.com).

## *Complaints*

If you have any complaint about how I handle your personal data please get in touch with me by emailing the contact details given above.

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)

## **Data security**

I take the security of the data I hold about you very seriously and as such I take every effort to make sure it is kept secure. My email account, mobile phone and laptop used to respond to your emails are password protected and have anti-virus software. Any email correspondence will be deleted within one month if it is not necessary to keep it or at the end of our therapy. Any paper records are anonymised and kept in a locked filing cabinet.

## **Visitors to my website**

My website is hosted by Webhealer and WP Statistics is the analytics company which collects standard internet log information and details of visitor behaviour patterns to this website. This data is collected to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way that doesn't identify anyone. I don't make and do not allow Webhealer or WP Statistics to make any attempt to find out the identities of those visiting my website.

I use legitimate interests as my lawful basis for holding and using your personal information in this way when you visit my website. By accessing the website, you are consenting to the information collection and use practices described in this privacy notice

I use WP Statistics so that I can continually improve my service to you. You can read WP Statistics privacy notice here - [WP Statistics: GDPR, CCPA and cookie law compliant site analytics \[https://www.google.com/url?sa=t&source=web&rct=j&opi=89978449&url=https://wp-statistics.com/resources/what-we-collect/&ved=2ahUKEwi\\\_xc6bgL-FAxVoYEEAHYyrB1gQFnoECBsQAQ&usq=AOvVaw2MTvqqKF6lcEHtsH4SIln\]\(https://www.google.com/url?sa=t&source=web&rct=j&opi=89978449&url=https://wp-statistics.com/resources/what-we-collect/&ved=2ahUKEwi\_xc6bgL-FAxVoYEEAHYyrB1gQFnoECBsQAQ&usq=AOvVaw2MTvqqKF6lcEHtsH4SIln\)](https://www.google.com/url?sa=t&source=web&rct=j&opi=89978449&url=https://wp-statistics.com/resources/what-we-collect/&ved=2ahUKEwi_xc6bgL-FAxVoYEEAHYyrB1gQFnoECBsQAQ&usq=AOvVaw2MTvqqKF6lcEHtsH4SIln)

I use WordPress as the content management system for my website. Like most websites, we use cookies to help the site work more efficiently – we use PHPSESSID and Litespeed – find out about the use of cookies <https://www.litespeedtech.com/support/forum/help/cookies/>

No user-specific data is collected by me or any third party. If you fill in the contact form on my website, that data will be temporarily stored on Webhealer, the web host, before being sent to me. The contact form is provided by Brizy and uses Local Storages – find out more <https://support.brizy.io/hc/en-us/articles/7421688586385-What-cookies-does-Brizy-store>

## **Changes to privacy notice**

This privacy notice may be updated from time to time, so please check occasionally for any updates.