



## 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 [Jack@jdspsychotherapy.com](mailto:Jack@jdspsychotherapy.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.

I am registered with the Information Commissioner's

### 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).

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 contact information. 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 details when making an enquiry on your behalf.

If you decide not to proceed, I will ensure all your personal data is deleted within two years. This information can be deleted sooner on request.

### While you are accessing counselling

Rest assured that everything you discuss with me is confidential. That confidentiality will only be broken if there is reason to believe there is a safeguarding risk to you or someone that you speak about. I will always try to speak to you about this first, unless there are safeguarding issues that prevent this. If you have any further questions about this, please don't hesitate to ask.

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.

I will keep written notes of each session, these are kept on password protected software and are identifiable by initials only to insure further privacy.

### After counselling has ended

Once counselling has ended your records will be kept for two years from the end of our contact with each other and are then securely destroyed. This information can be deleted sooner on request.

### Your rights

I try to be as open as I can 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](https://ico.org.uk/your-data-matters).

To make a request for any personal information I may hold about you, please put the request in writing addressing it to [jack@jdcpsychotherapy.com](mailto:jack@jdcpsychotherapy.com)

If you have any complaint about how I handle your personal data please do not hesitate to get in touch with me. 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 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. Client notes are anonymised and brief. These notes and your contact details are stored separately using a cloud storage system, where they are encrypted for your protection. Devices are password protected and email accounts are protected by encryption and a two-step verification process.

### Visitors to my website

When someone visits my website, I use a third-party service, [Wix.com](https://www.wix.com), to collect standard internet log information and details of visitor behaviour patterns. I do this 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 does not identify anyone. I do not make, and do not allow [Wix.com](https://www.wix.com) 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.