

Debra Gledhill Counselling - Data Protection and Privacy Policy

Any personal information provided by you to Debra Gledhill Counselling through any means (verbal, written, in electronic form, or by your use of my website) will be held and processed in accordance with the data protection principles set out in the Data Protection Act 1998 and the General Data Protection Regulation for the purposes for which you have given consent, to provide the service you have requested from me, and to meet the legitimate interests of my practice.

Introduction

Debra Gledhill Counselling (the **data controller**), referred to below as **me, my or I** is committed to protecting your privacy. Please read the following to learn more about Debra Gledhill Counselling's privacy policy and how I collect and use information you give me.

This policy only applies to data collected by Debra Gledhill Counselling, and via my own forms and website. Third party agents and any website which are linked are not covered by this policy. If you have any queries concerning your personal information or any questions on my use of the information, please contact me in writing or by telephone.

When you request counselling, or otherwise provide your personal details to me, you will be asked to consent to my processing of your data under the terms of this policy.

What information do I collect?

- **Counselling Requests.**

Contacting me to request access to counselling services can be done in person, by phone or by e-mail. My request process involves providing me with your name and telephone number. I may also request information about your availability, therapeutic issues, and other details which I think relevant to processing your request.

- **Initial Assessment Appointments.**

At any initial assessment appointments, I ask about your current personal, social, medical circumstances. I may also ask about your family history as well as the issues which are affecting you now. I require this information so that I am informed how to manage the service I provide to you.

- **Other Forms**

The information you give me on my forms (including all enquiry and application forms) may include your name, postal address, email address, phone number and other messages to me.

What do I use your information for?

I use information held about you in the following ways:

- To provide you with the professional counselling service requested from me.
- To notify you about changes to your appointments and other changes to my service.
- To seek feedback from you on your experience of counselling with me.
- To improve my service to ensure it is provided in the most effective manner for you and for me.
- To administer the service I offer, including the arrangement of appointments, financial control, data analysis, and statistics.
- To fulfil my administrative, legal, and contractual obligations to you as my client.

What information do I share?

I **will not share** any information about you with other organisation or people, **except** in the following situations:

- **Consent.**

I share your information with professional carers or other's ie GP if you have requested or agreed I should contact.

- **Serious harm.**

I may share your information with the relevant authorities, if I have reason to believe that this may prevent serious harm being caused to you, or another person. Ordinarily I will discuss this with you first, if possible.

- **Compliance with law.**

I may share your information where I am required to by law or by the regulations and other rules to which we are subject.

How do I keep your information safe?

All information you provide to me is stored as securely as possible. All paper forms and correspondence are kept in a locked filing cabinet. I do not store electronic records.

Your identifiable personal material is kept separately from any session notes and other descriptive material. Client notes and documentation are destroyed five years after the end of counselling. Personal contact details are also destroyed/deleted after five years of no contact or updates.

Your rights

You have the right to ask me to provide a copy of the information held by me in our records. You also have the right to require me to correct any inaccuracies in your information. If you would like to do this, please contact me in writing or by telephone.

You may withdraw your consent for me to hold and process your data at any time.

However, if you do this while actively receiving counselling your counselling would have to end. You can withdraw your consent by requesting this in writing.

Website

When someone visits my website, I use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. This is to find out things such as the number of visitors to the website. This information is only processed in a way that does not identify anyone; and does not attempt to find out the identities of those visiting the website.

I use Google Analytics to continually improve the service to you - read the [Google Analytics privacy notice](#).

Like most websites cookies is used to help the site work more efficiently - find out about the [use of cookies](#).

My website does not currently use forms where you would submit any personal information to me. All contact is through my email address. Should this change in the future I will give you advanced notice that data will be temporarily stored on the web host before being sent to me.

Should I provide links to websites of other organisations, this privacy notice does not cover how that organisation processes personal information. I encourage you to read the privacy notices on the other websites you visit.

Changes to this policy

I may edit this policy from time to time. If I make any substantial changes I will notify you by when this happens.

Consent

I have read this Data Protection and Privacy Policy and consent to Debra Gledhill using my personal information in the ways and for the purposes outlined above.

I am happy to chat through any questions you might have about my data protection policy and you can contact me via email – mobile or discuss in person in our session.

I am registered with the Information Commissioners Office under the name of Debra Gledhill
Reference: ZA639930

Signed:

Date:

Name: