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Registered Member

British Association for Counselling and Psychotherapy
Membership No. 742279

Privacy Policy

In line with the General Data Protection Regulation (GDPR) this privacy policy provides you with details of how I collect and process your personal data.

In the world of GDPR (General Data Protection Regulation) I am known as a “data controller” and I am responsible for your personal data.

It is therefore very important that the information I hold about you is accurate and up to date. Please keep me informed of any changes to your personal data by email - counselling4essex@yahoo.com

What data do I collect about you?

Personal data means any information capable of identifying an individual. You will see from my Client Data Form that I collect and process the following information:-

Identity Data

This includes your first name, surname, marital status and date of birth.

Contact Data

This includes your home address, email address and telephone numbers.

Sensitive Data

The definition of Sensitive Data refers to data that includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data.

As part of the Client Pre-Questionnaire I ask you to complete, I personally collect the following sensitive data about you in order to assess each client and to deliver counselling/psychotherapy:

Medical Details, such as medical conditions and medication.

Sensitive data is processed under GDPR Article 9 paragraph1, 2(h) and 3 and does not require explicit consent.

Transaction Data

This includes details about on-line transactions between us when either paying for a therapy session or workshop / conference using on-line banking or PayPal.

How I collect your Personal Data

I collect data via a few different methods including:

Direct interactions: You may provide data by filling in my Client Data form, Client Pre-Questionnaire, or by communicating with me by phone or email. Completing an on-line form via Google Drive when registering for a workshop or conference.

How I use your Personal Data

I only use your personal data when legally permitted for the following purposes:-

When we need to perform the contract between us
To issue refunds for Conferences and workshops
In the rare event where I need to comply with a legal or regulatory obligation such as contacting your Emergency Contact or GP in the event of a medical emergency or when I am legally requested to supply a copy of my session notes as part of any legal proceedings.

Data Security

I store your data securely and confidentially in line with EU General Data Protection Regulations (May 2018). Your data is never shared with other parties.

Data Retention

I will only retain your personal data for as long as necessary to fulfil the purposes I collected it for, including for the purposes of satisfying any legal or accounting requirements.

By law I have to keep basic information about my clients (including Contact, Identity, Financial and Transaction Data) for six years after they cease being clients for tax purposes.

In some circumstances you can ask me to delete your data: see below for further information.

In some circumstances I may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case I may use this information indefinitely without further notice to you.

Your Legal Rights

Under certain circumstances, you have rights under data protection laws in relation to your personal data. These include the right to:

- Request access to your personal data
- Request correction of your personal data
- Request erasure of your personal data
- Object to processing of your personal data

Find out more about BACP

bacp

www.bacp.co.uk



Request restriction of processing your personal data
Request transfer of your personal data
Right to withdraw consent

You can see more about these rights at:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

If you wish to exercise any of the rights set out above, please email me at counselling4essex@yahoo.com

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, I may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, I may refuse to comply with your request in these circumstances.

I may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. I may also contact you to ask you for further information in relation to your request to speed up my response.

Right to Access

You have the right to ask me for a copy of any personal information I have collected from you. This includes your client notes. Any requests should be made in writing and either handed to me in person or emailed to counselling4essex@yahoo.com. Please allow 30 days notice.

Find out more about BACP

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