

## **PRIVACY NOTICE & GDPR**

**PLEASE READ THIS INFORMATION BEFORE SUBMITTING YOUR PERSONAL DATA via CONTACT FORM, ONLINE BOOKING, EMAIL, VOICEMAIL.**

The General Data Protection Regulator (GDPR) is a law where you have a right to know what information I collect, how I use it and the circumstances in which it may be shared. The personal data you provide to Jo Aldred will be used for legitimate business interests, that is, to provide you with a professional therapy service.

Upon submission of a contact form or online booking, you'll be asked to confirm you have read and understood this policy.

## **WEBSITE & OTHER SUBMISSIONS**

Data from you will be collected via the contact form - which is SSL protected as part of my website. My website is hosted by Squarespace.

Additionally, Google will store analytics based on your visit such as your location, access method or referral route. Please see Google's privacy statement as to what they do with your data.

If submitting your information via online counselling directories or therapy providers, please see their privacy policy. I can not be held responsible for how they manage your data

## **SECURE STORAGE**

Your personal information is collated, entered and then stored in a third party cloud based system called WriteUpp - you can read their security information [here](#). This means that access to the WriteUpp database is password protected and encrypted and I access the WriteUpp portal via my password protected laptop or smart device.

## **YOUR PERSONAL DATA**

Information kept within WriteUpp includes:

- Personal details - Name, D.O.B., address, any pre-existing or ongoing psychiatric or medical diagnosis, emergency contact.
- Assessment forms
- Appointment booking
- Your signed therapy agreement
- Your signed privacy notice
- Your invoices
- Your clinical notes

Information submitted via email is transferred to WriteUpp, but will be stored as an original source within Joanne Aldred's Gmail account ([kemptoncounselling@gmail.com](mailto:kemptoncounselling@gmail.com)) in order to provide a verifiable flow of records.

## **SENSITIVE PERSONAL DATA (“SPECIAL CATEGORY DATA”)**

Some of the information collected may be sensitive personal data. Such data will only be used to provide a counselling service in accordance with legal obligations and under the National Counselling Society Code of Ethics. Sensitive personal data is stored alongside your personal information, and can form part of your clinical notes, within the third party cloud based system called WriteUpp.

## WHY I NEED IT

Data	Why it's kept
Name, Date of birth	Basic information about yourself, to ensure I use your preferred name/pronoun.
Address, email address and telephone number	Used to contact you about your sessions. Address is kept in case I believed you were at risk and I needed to request a police safety check.
Emergency contact	In the instance where you become unwell during a session, then I have a contact number to make arrangements for you to reach home or other services.
Clinical notes	Standard profession procedure requires summary notes to be made of most sessions. This serves as both a memory aide for your therapist as to what was discussed and what the focus of sessions is. It also serves as a space to record any first disclosures of sexual, physical violence, concerns for wellbeing and any actions discussed or taken.
Sensitive Personal Data ("Special Category Data")	This information may outline you reasons for seeking therapy including any history of psychopathological/psychiatric diagnosis and any associated medications. Information about self harm, suicidal ideation or suicide attempts.

## CLINICAL/SESSION NOTES

I am required by my insurers to keep session notes for a period of 5 years after the end of therapy, after which they are destroyed by deletion.

## WHAT ARE YOUR RIGHTS?

You have the right to request to see or have amended any personal information I may keep about you

You have the right to request that I delete information that I hold about you

You also have the right to object to the processing and use of your personal data.

All requests need to be submitted in writing and responded to within 10 working days. The written request is exempt from deletion or amendment in order to provide an evidence trail of your request.

## DISCLOSURE OF YOUR INFORMATION

I will not share any information about you with other organisations or people, unless there is a duty to disclose in order to comply with any legal obligation (terrorism alerts, money laundering) except in the following situations:

**Consent** - I may share your information with other professionals whom you have requested or agreed I should contact, such as your GP.

**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. This may involve police, social services or other supporting services.

**Clinical Executor** - If for any reason I become incapacitated and unable to work your information will be passed to my Clinical Executor/Supervisor so then can contact you and make suitable arrangements.

**Compliance with the law** - for instance if I am required to by a court of law.

## HOW YOUR DATA IS STORED

All electronic records and personal information are password protected - once to open the device and then to log into the online third party cloud based system. Your telephone number, any associated messages may be kept in my mobile phone using a non-identifying code. A

passcode is required to access my mobile phone. Your identifiable information and clinical notes are kept together within WriteUpp.

### **HOW LONG I KEEP IT FOR**

I keep all personal data and information for 5 years after the end of therapy, which is a timeframe my insurers require. After this, all information can be destroyed through deletion of your account.

### **DATA PROTECTION ACCOUNTABILITY**

If you wish to complain about how your data is handled in the first instance contact:  
Jo Aldred, who is the Data Controller at Kemp Town Counselling.

Tel: 07970 672474

Email: [kemptowncounselling@gmail.com](mailto:kemptowncounselling@gmail.com)