

Privacy Notice

Introduction

Your privacy is 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.

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
- How long I store it for
- Whether there are other recipients of your personal information
- Your data protection rights

I am happy to talk through any questions you might have about my data protection policy and you can contact me via email on ali_davison@outlook.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 Office (ZB994325).

My lawful basis for holding and using your personal information

Under UK data protection law, I must have a “lawful basis” for collecting and using your personal information. You can find out more about the lawful bases on the ICO’s website: <https://ico.org.uk>

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.

Data protection law also requires 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 your name and contact details, and any other information you choose to provide. 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.

Website: My website is run through WebHealer and their privacy policy is available here: <https://www.webhealer.net/privacy-policy>. WebHealer uses 'cookies'. You have the ability to accept or decline cookies by modifying the settings in your browser.

While you are accessing counselling

Rest assured that everything you discuss with me is confidential, but there are a few situations where I may legitimately find it necessary to pass on information about you to another professional:

1. If the law requires it,
2. If you or another person are at risk of serious harm.

I will always try to speak to you about this first, unless there are safeguarding issues that prevent this.

Written records: I will keep a record of your personal details to help the counselling services run smoothly. These details are kept securely using specialised practice management software called Kiku. You can find more about their privacy policy here: <https://www.wearekiku.com/privacy-notice>.

Working online: I use Microsoft Teams, which uses end-to-end encryption, for online working. You can find more about their privacy policy here: <https://www.microsoft.com/en-gb/privacy>.

Supervision: I attend regular supervision to ensure my practice remains safe and ethical. Session details may be shared with my supervisor but I will avoid using your full name. At times, I also attend peer supervision. In these instances, you are not directly identified and these people are bound by the same respect for your confidentiality.

Other considerations: Your number will appear on my telephone bill should I need to call you. When you pay by bank transfer, your details will be held by my bank and may be visible to HMRC or other financial bodies should they request evidence of my income. My details will also be visible on your banking records.

After counselling has ended

Once counselling has ended your records will be kept for 5 years from the end of our contact with each other, then securely destroyed. If you want me to delete your information sooner than this, please tell me.

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:

<https://ico.org.uk/for-the-public/>.

To make a request for any personal information I may hold about you, please put the request in writing addressing it to ali_davison@outlook.com.

If you have any complaint about how I handle your personal data please do not hesitate to get in touch with me by email. 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

<https://ico.org.uk/make-a-complaint>.