# HD Counselling

## Privacy Notice

The privacy and security of your personal information is extremely important to me. This privacy notice explains how and why I use your personal data, to make sure you stay informed and can be confident about giving me your information.

This Privacy Notice must be read in conjunction with my Data Protection Policy. Hannah Dyson of HD Counselling is the Data Controller and I may be contacted at [hannah@hdcounselling.co.uk](mailto:hannah@hdcounselling.co.uk).

I will only use your personal data on relevant lawful grounds as permitted by the EU General Data Protection Regulation (GDPR) (from 25 May 2018), the UK Data Protection Act and Privacy and Electronic Communication Regulations 2003. Your personal data will be held securely.

What personal data do we collect?

Your personal data; name, gender or preferred identity, age, date of birth, address, contact number, email address, counselling history, GP details, medical health conditions relevant to counselling, prescribed medication, family relationships, aims for counselling, session summary. I will only collect the personal data that I need in order to provide the counselling service.

How we use and store your personal data

* Your personal details (as mentioned above) are in paper form and stored in a lockable filing cabinet.
* Session summery notes are kept in paper form, these notes do not have your personal details on them and are identifiable to me by a code. These are stored in a lockable filing cabinet separately from your personal details.
* Email – if your initial contact with me has been via email, your email address and correspondence will be stored in my email account (currently Gmail), which is password protected.
* SMS/phone calls – Your telephone number may be stored in my SMS or call list should you contact me in this way. Names are not stored in my phone and my phone is password protected.

Disclosure of personal data to other bodies

**SUPERVISON**

As a requirement of my membership body, I attend monthly supervision with another qualified therapist. Supervison is for my practice rather than seeking instruction on working with you. I will use your first name in supervison, but no other identifiable data will be shared.

**THERAPEUTIC WILL**

Your name and contact details will be shared with my therapeutic executor. This is so that you can be contacted in the event of my death or otherwise indisposed, should you still be working with me.

**EMERGENCIES**

I take your GP details in the event of there being a major concern about your mental well-being. I will not contact your GP without your consent to do so.

If during our work together I become concerned about your intent to cause harm to another person/organisation (e.g. terrorism) the law may require that I inform an authority without seeking your consent. In such a situation, the law may require me to share your personal information without your knowledge.

No third parties have access to your personal information unless the law allows them to do so.

Erasing your information

When we have finished work together, any emails or electronic correspondence will be deleted within a month.

I will store the paper files, including your client details sheet and written session notes for up to 6 years. This is the time period in which a claim can be made against me, therefore having written notes and client details is beneficial to my insurers in supporting me with any claims. If you are under the age of 18 years old, your records will be held up until you turn 18 and then for 7 years following this. After the appropriate holding time, your records will be disposed of in a secure manner.

Subject Access Request

You have the right to ask to see any information we hold about you by submitting a ‘Subject Access Request’ to us. You also have the right (i) to ask for information which you believe to be incorrect to be rectified; (ii) for information to be erased; (iii) for information to be restricted and (iv) for data portability. For more information, please contact the ICO (Information Commissioners Officer <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/> or call their helpline 0303 123 1113.

Signed: Date: