

Record keeping and Privacy Statement May 2018

What information do I hold and why?

If you make an enquiry to my e mail address or through my website I will keep your personal details, name and contact details (mobile number and e mail address). This is in order to make contact with you. These are stored on a password protected computer or mobile phone. I will destroy these records if we do not start a piece of work together.

If we work together I keep your personal details name, age, gender, contact details (e mail, postal address and phone number) and GP details while I am working with you. This is so I can contact you if I need to rearrange a session we have arranged, e mail your payment invoice to you (if that is what we agree) or contact your GP in an emergency (see below).

Legal basis for holding your information

I keep personal information about you in order to be able to do my job effectively. This is in line with GDPR Article 6 (e) *processing is necessary in the exercise of official authority vested in the data controller (me)*. As the data I hold may be of a sensitive nature GDPR Article 9 (h) also applies as *the recording of sensitive information is necessary for the provision of healthcare*.

How are my counselling records stored?

My paper records are kept in a locked filing cabinet and my electronic records and invoice records are held on a computer that that is firewall and password protected.

How long do you keep records for?

All records are kept during, and for 3 years after the completion of, your counselling with me. After this time electronic records are deleted and paper records destroyed confidentially.

Under the Data Protection Act (1998), you have a right of access to your records within certain legal parameters. Please speak to me if you wish to access your records.

Providing your personal data to others?

Your counselling is confidential. This means that your personal details and all personal information disclosed will remain confidential between us. Under normal circumstances nothing will be revealed to your doctor, partner, family, friends or employer, for example, without your consent.

I receive clinical supervision (as do all counsellors) in order to ensure I am working safely and effectively. My client work is supervised in a way which means your anonymity is protected.

In very rare circumstances I reserve the right to disclose your personal data. These circumstances may arise when there appears to be a serious risk of harm to your own or others safety and when you are unwilling or unable to seek appropriate additional professional support.

These circumstances may also arise where information is disclosed during your counselling about the abuse or neglect of a child.

I may also disclose your personal data where such disclosure is necessary for compliance with legal proceedings.

Even in these rare circumstances I would normally seek your consent before contacting anyone else but may have to proceed without it if circumstances dictate.

Legally I am also obliged to disclose information about acts of terrorism and proceeds of drug trafficking to the relevant authorities.

I will never share your e mail address or contact details with third parties.

Please ask if you have any questions about my privacy policy.

Claire Standage

May 2018