



Stuart Alderton Counselling

Data Protection and Privacy Policy

Any personal information provided by you to Stuart Alderton Counselling through any means (verbal, written, in electronic form, or by your use of our website) will be held and processed in accordance with the data protection principles set out in the Data Protection Act 1998 and the General Data Protection Regulation for the purposes for which you have given consent, to provide the service you have requested from me, and to meet the legitimate interests of my practice.

Introduction

Stuart Alderton Counselling (the **data controller**), referred to below as **me, my or I**) are committed to protecting your privacy. Please read the following in order to learn more about Stuart Alderton Counselling's privacy policy and how I collect and use information you give me.

This policy only applies to data collected by Stuart Alderton Counselling, and via my own forms and website. Third party agents and any website which are linked to ours are not covered by this policy. If you have any queries concerning your personal information or any questions on my use of the information, please contact me in writing or by telephone.

When you request counselling, or otherwise provide your personal details to me, you will be asked to consent to my processing of your data under the terms of this policy.

What information do I collect?

- **Counselling Requests.**

Contacting me to request access to counselling services can be done in person, by phone or on paper. Our request process involves providing us with your name and telephone number. I may also request information about your availability, therapeutic issues and other details which I think relevant to processing your request.



- **Initial Assessment Appointments.**

At any initial assessment I ask about your current personal, social, medical circumstances. I may also ask about your family history as well as the issues which are affecting you now. I require this information so that I can decide about how to manage to manage the service I provide to you.

- **Other Forms**

The information you give us on our forms (including all enquiry and applications forms) may include your name, postal address, email address, phone number and other messages to us.

What do I use your information for?

I use information held about you in the following ways:

- To provide you with the professional counselling service requested from me.
- To notify you about changes to your appointments and other changes to my service.
- To seek feedback from you on your experience of counselling with me.
- To improve my service to ensure it is provided in the most effective manner for you and for me.
- To administer the service I offer, including the arrangement of appointments, financial control, data analysis and statistics.
- To fulfil my administrative, legal and contractual obligations to you as my client.

What information do I share?

I **will not share** any information about you with other organisation or people, **except** in the following situations:

- **Consent.**

I share your information with professional carers or other whom you have requested or agreed I should contact

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- **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.

- **Compliance with law.**

I may share your information where I am required to by law or by the regulations and other rules to which we are subject.

How do I keep your information safe?

All information you provide to me is stored as securely as possible. All paper forms and correspondence are kept in a locked filing cabinet. All electronic records are stored in password protected hard disk.

Your identifiable personal material is kept separately from any session note and other descriptive material. Client notes and documentation are destroyed five years after the end of counselling. Personal contact details are destroyed/deleted after ten years of no contact or updates.

Your rights

You have the right to ask us to provide a copy of the information held by us in our records. You also have the right to require us to correct any inaccuracies in your information. If you would like to do this, please contact the Manager in writing or by telephone.

You may withdraw your consent for us to hold and process your data at any time. However, if you do this while actively receiving counselling your counselling would have to end. You can withdraw your consent by requesting this in writing.

Changes to this policy

I may edit this policy from time to time. If I make any substantial changes I will notify you by posting a prominent announcement on our website.

Consent

I have read this Data Protection and Privacy Policy and consent to Community Counselling holding and using my personal information in the ways and for the purposes outlined above.



Signed:

Date:

Name: