

## Privacy policy

Your privacy is of great importance to me and I am committed to complying with the terms of the General Data Protection Regulation (GDPR) regarding the responsible and secure use of your data.

I have a legitimate interest in processing personal data in order to provide therapy. The purpose of this statement is to let you know what personal information I collect and hold, why this data is collected, how long it is kept and what your rights are with regards to this personal data. I am registered with the Information Commissioners Office (ICO).  
Registration number : ZB094455

When we agree to working together you will be asked to consent to the processing of your data under the terms of this policy. I am responsible for my own data management, will abide by this privacy statement, and hold my own privacy statement that complies with the GDPR terms.

What information do I collect?

I collect personal data such as name, address, date of birth, gender, GP/medical practitioner details, telephone numbers, email address and Zoom address. I collect the given data on personal and family background, alongside potentially sensitive data relating to medical and mental health conditions.

What do I use your information for?

I use your information in the following ways:

- To provide clients with therapy services as requested.
- To notify you about changes to your appointments.
- To fulfil any administrative, legal, ethical and contractual obligations.

What information do I share?

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

- Consent – I may share information with relevant medical professionals or others whom you have requested or agreed we need to contact.
- Serious harm – I may share your information with the relevant authorities if we have reason to believe that this may prevent serious harm being caused to you or another person.

- Compliance with law – I may share information when the law requires us to – i.e. safeguarding, terrorism, drug trafficking and serious crime.
- Clinical Will– I have a clinical will which means in the event of sudden death or a serious accident or illness, a named colleague will be able to access the contact details so they can contact you.
- Supervision– It is an ethical requirement for clinicians to have regular supervision. Any supervisor used is an accredited member of the relevant accrediting body and works within their ethical framework.

#### How do I keep your information safe?

- All information provided is stored as securely as possible. I take all reasonable precautions to prevent the loss, misuse or alteration of information given.
- All paper forms and correspondence are kept in locked filing cabinets. All electronic files are kept on password-protected devices with virus protection software.
- Formal reports are password protected and/or they are sent through a secure encrypted service such as Protonmail.
- If any process notes are made they are kept separate from any identifiable personal information.
- For live chat or audio-webcam appointments, I use Zoom which features end-to-end encryption for added security.
- Client notes and other documentation are destroyed seven years after the end of working together. (To comply with my insurers)
- Any known data breaches will be reported to the ICO within 72 hours.
- Any requests for personal data need to be made through a data subject access request and will be supplied within one month.
- My website, [www.charissepeterscounselling.co.uk](http://www.charissepeterscounselling.co.uk), is maintained by Healthhosts. Your details are not stored on their systems for any contact requests made through them.
- If you choose to contact me by text or mobile phone, numbers are stored under a reference system and/or initials only, as opposed to full names.

#### Your rights

Under the GDPR, you have the right to:

- Access your personal data – Rectify, erase or restrict your data – Object to the processing of your data – Request transfer of data (data portability).

- You may withdraw your consent for me to hold and process your data at any time. However, if you do this while we are working together we may have to have an ending.
- If you have any concerns about the way I handle your data please contact me on [hello@counsellingwithamanda.com](mailto:hello@counsellingwithamanda.com) . If you feel this has not been resolved effectively you have the right to contact the Information Commissioners Office ([www.ico.org.uk](http://www.ico.org.uk))

#### Changes to this policy

This document is a work in progress and may be modified from time to time.