



Data Protection

Information about you

To fulfil my responsibilities as a counsellor I will record personal information about you which includes your name, address and contact details, and GP practice. Under an identifying code I will also take assessment information and this will be retained in a separate location.

Personal data will be used to verify your identity if there is a need to contact your G.P. or a request for access to personal data from yourself or your representative or legitimate legal instrument such as a court order. In exceptional circumstances your contact details may be shared with my supervisor or other named agent in the event that I am incapacitated so that they can contact you to explain the situation.

Information about counselling sessions and our work together

I may write notes from each therapy session under an identifying code. The notes will be a brief factual record of the session and held in a locked filing cabinet. I may make information from these notes available to legitimate third parties under the following conditions:

- Receipt of a request from you or your representative, and where the release of the notes is not judged by me as likely to cause you significant harm or harm to another person
- Where there is a specific legal requirement for me to do so
- Where there is an ethical duty for me to do, for example to avoid serious harm to yourself or another person, including the safeguarding of children or vulnerable adults.

Records of contact between us

Your contact details will be held on my mobile phone until our counselling relationship ends when it will be deleted. However the phone will retain summary records of calls made to or from your number (date and duration) and any recorded messages for three years. My mobile phone is a smart phone and could therefore also have your texts, and email and email address available on it. The phone is password protected and details are stored in 'the cloud' so they can be restored if my phone is lost or stolen.



To see information held about you please ask me, or submit a request in writing. You also have the right to ask for information that you believe to be incorrect to be rectified. I will endeavour to provide you with the information requested within four weeks.

If I become aware of a situation where your personal information may have accidentally or maliciously been obtained by a third party I will notify you within three days.

If you are concerned about the way that your information is being held please discuss this with me. If you are still unhappy you have the right to complain to the Information Commissioners Office (www.ico.org.uk)

All data will be held for a period of five years after our meetings have ended, except where there is a mutually agreed decision to retain it for longer or where I believe it is in my best professional interests to do so

For more information on how we use your personal data, please visit our website at www.allcounselling.co.uk to view our Data Protection Privacy Notice.