

Privacy policy

I understand how important your privacy is. I take care to maintain your confidentiality in accordance with current data protection laws (Data Protection Act, 2018) and the ethical guidelines of the BACP. These guidelines have been set up to protect your confidential material and ensure that your therapist always conducts themselves with professionalism and integrity.

In order to provide you with the best service possible, I will hold your personal contact details and records of your therapy sessions. Please find below important information about how this information will be held and used.

Your personal information

If you decide to start therapy with me, you will be asked for your personal contact information, for example your name, email address and telephone number. Your contact information can only be accessed by me.

Your data will be stored in a dedicated folder within a business licensed Microsoft OneDrive. This system is secured with multi-factor authentication, encryption, file sharing restrictions and secure backup. This environment is configured in line with best practices to ensure all data is suitably protected.

You may also choose to provide contact information for your GP and elected Emergency Contact person. If provided, these details will be stored securely, in line with the above, and will only be accessible to me.

This personal information will be held for the duration of your therapy, after which it will be deleted within seven days.

Please note that I will need to keep a record of your name and client reference number for seven years after the end of your therapy, so that I can respond effectively to any potential requests regarding your clinical notes and treatment.

I will never share your personal details with any third party organisations for the purposes of sales, marketing or research and will never use your personal data for any purposes other than the administration of the counselling service I am providing to you i.e. to arrange, cancel and rearrange appointments and collect payment for sessions.

Privacy policy

Your payment details

All payments are made by you through BACS transfer. My website, therefore, does not hold your payment information.

Your therapy sessions

Everything that you discuss with me is confidential. Confidentiality could only be broken if there is concern about your safety or the safety of someone else or I am instructed to do so by a Court of Law. I will always try to speak to you about this first. Please read my confidentiality policy for more detailed information on this.

I will make sure that I conduct our sessions in a quiet, private and confidential setting. I have chosen a video calling platform that offers end to end encryption for maximum privacy. However, I can't be held responsible for any breaches that occur due to failures in this technology.

I discuss my clinical work with a supervisor. This is to make sure that I'm offering you the best service possible. These conversations are bound by confidentiality and you will only be referred to by your first name.

I will also keep notes of each session. These are anonymised and are stored in a dedicated folder within a business licensed Microsoft OneDrive. These notes are for my use only and help to keep a track of everything that is being discussed. In line with industry guidelines, these notes will be kept securely for up to seven years after your therapy comes to an end. After this time, they will be confidentially destroyed.

If your sessions are paid for or arranged via a third party, (e.g. your employer, a friend, or a family member), other than payment requests, invoices or receipts your counselling information will not be shared. Details about what is discussed in your sessions will remain confidential between us. Any other information can only be shared if you provide your written consent.

Data Usage

I will use your email address and telephone number to contact you about your appointments. I may also contact you directly via email in order to share information with you that is pertinent to your therapeutic process. Your phone number may also be used to issue appointment reminders via text message. You

Privacy policy

can opt in or out of text updates by letting me know your preference verbally or in writing. I will not personally contact you for any other reason.

Your rights

Any personal data retained by me is kept in accordance with the Data Protection Act, 2018.

Under these guidelines you have the following rights

1. The right to request access to your data

You can request to view the information that I hold about you (contact details, appointment logs etc.) at any time. If during therapy you would like to see your session notes, please let me know. If you need a copy of your notes after your therapy has come to an end you can make this request by emailing info@allinmentalwellbeing.co.uk.

2. The right of rectification

At any point during your time using my service or during the seven years afterwards, while I have your records, you have the right to ask for changes to your contact details or session notes. You can use this right either by speaking directly to me or by contacting me in writing.

3. The right to be forgotten

You can request that I delete and confidentially destroy the information that I hold about you and your sessions at any time. This request can be made by contacting me at info@allinmentalwellbeing.co.uk.

I might not be able to comply with your request if:

- a) It is necessary for me to retain these records in order to continue providing an effective service.
- b) I'm made to keep these records by a Court of Law.
- c) I need these records to establish, exercise or defend legal claims.

Privacy policy

Consent

When you book your first session with me, you will be asked to confirm on our intake form that you consent to the storage and processing of your personal data for the purposes of providing therapeutic services.

You're entitled to withdraw this consent at any time and can do so by emailing me at info@allinmentalwellbeing.co.uk. However, this would mean that I would no longer be able to provide you with therapeutic services.

Breaches of data protection

In the event of any breach of my data protection policies, I will notify you and the Information Commissioner's Office (ICO) within 72 hours and will work to fix this immediately.

Complaints About Data Protection

If you have any concerns about how I collect, use, store, or protect your personal data, please contact me in the first instance so that I can investigate and attempt to resolve the matter. Complaints should be submitted in writing to info@allinmentalwellbeing.co.uk.

I'll acknowledge your complaint as soon as reasonably practicable and aim to provide a response within 30 days. Where a complaint is complex and requires additional investigation, I'll keep you informed of progress and provide an updated timescale.

If you remain dissatisfied with my response, you have the right to raise your concerns with the ICO. Further information about making a complaint can be found on the ICO website at <https://ico.org.uk>. I'm registered with ICO under the reference number ZB848757.