



## **Kim Parsons Counselling**

### **Privacy Policy**

#### **Introduction**

Your privacy is very important to me and you can be confident that your personal information will be kept safe and secure and will only be used for the purpose it was given to me. I adhere to current data protection legislation, including the General Data Protection Regulation (EU/2016/679) (the GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

This privacy notice tells you what I do with your personal information from initial point of contact through to after your therapy has ended, including:

- Why I am able to process your information and what purpose I am processing it for
- Whether you can provide it to me
- How long I store it for
- Whether there are other recipients of your personal information
- Whether I intend to transfer it to another country
- Whether I do automated decision-making or profiling, and,
- Your data protection rights.

'Data controller' is the term used to describe the person/organisation that collects and stores and has responsibility for people's personal data. In this instance, the data controller is me.

I am registered with the Information Commissioner's Office (ZA876200)

My phone number is 07922 484245.

My email address is kim@kimparsonscounselling.co.uk

#### **My lawful basis for holding and using your personal information**

The GDPR states that I must have a lawful basis for processing your personal data. There are different lawful bases depending on the stage at which I am processing your data. I have explained these below:

- If you have had therapy with me and it has now ended, I will use legitimate interest as my lawful basis for holding and using your personal information.



- If you are currently having therapy or if you are in contact with me to consider therapy, I will process your personal data where it is necessary for the performance of our contract.
- The GDPR also makes sure that I look after any sensitive personal information that you may disclose to me appropriately. This type of information is called 'special category personal information'. The lawful basis for me processing any special categories of personal information is that it is for the provision of counselling and necessary for a contract with a health professional.

## **How I use your information**

### **Initial contact**

When you contact me with an enquiry about my counselling services I will collect information to help me satisfy your enquiry. This will include the following:

- Name
- Date of Birth
- Home Address
- Phone number
- Details of support you have
- Whether you are feeling suicidal or have done in the past
- Your Doctors details
- Reason for seeking counselling
- Special Category Data = your medication

Alternatively, your GP or other health professional may send me your details when making a referral or a parent or trusted individual may give me your details when making an enquiry on your behalf.

If you decide not to proceed I will ensure all your personal data is deleted within a month. If you would like me to delete this information sooner, just let me know.

### **While you are accessing counselling**

Rest assured that everything you discuss with me is confidential. That confidentiality will only be broken if:

- I think there is a risk of harm to yourself or others.
- If you infer involvement in or knowledge of an act of terrorism or of money laundering.
- If you infer knowledge or involvement in drug trafficking.
- If I feel that a child or vulnerable adult is at risk,



- If I am compelled to do so by law
- I also discuss our work together with my supervisor to ensure I monitor my practice and it is an ethical requirement for all counsellors. Your identity will remain protected

I will always try to speak to you about this first, unless there are safeguarding issues that prevent this.

I will keep a record of your personal details to help the counselling services run smoothly. These details are kept securely in a locked filing cabinet and are not shared with any third party.

I will keep brief written notes of each session and these are anonymised and kept separate to your personal details in a locked filing cabinet.

For security reasons I do not retain text messages for longer than they are required and will usually delete them immediately. If there is relevant information contained in a text message I will add this by hand to my anonymised notes before deleting. Likewise any email correspondence will be deleted immediately if it is not important. If necessary I will add relevant information by hand to my anonymised notes before deleting.

### **After counselling has ended**

Once counselling has ended your records will be kept for 6 years from the end of our contact with each other and are then securely destroyed.

### **Third party recipients of personal data**

It is very unlikely that I will share your personal data and I will not sell it on or use it for unethical purposes.

I may have to share your personal data if required to do so by subpoena (Court order or instruction from a coroner) or if you tell me that you or someone else is at a serious risk of harm, I might have to share it with your doctor or the police.

I have a Clinical Will where I have appointed a Clinical Executor who will in the unfortunate event, that I can no longer continue working will have access to your details and will contact you.

### **Your rights**

I try to be as open as I can in terms of giving people access to their personal information. You have a right to ask me to delete your personal information, to limit how I use your personal information, or stop processing your personal information. You also have a right to ask for a copy of any information that I hold about you and to object to the use of your



personal data in some circumstances. You can read more about your rights at [ico.org.uk/your-data-matters](https://ico.org.uk/your-data-matters)

If I do hold information about you I will:

- Give you a description of it and where it came from;
- Tell you why I am holding it, tell you how long I will store your data and how I made this decision;
- Tell you who it could be disclosed to;
- Let you have a copy of the information in an intelligible form.

You can also ask me at any time to correct any mistakes there may be in the personal information I hold about you.

To make a request for any personal information I may hold about you, please put your request in writing addressing it to my email [kim@kimparsonscounselling.co.uk](mailto:kim@kimparsonscounselling.co.uk)

If you have any complaint about how I handle your personal data please do not hesitate to get in touch by emailing to the contact details above.

If you want to make a formal complaint about the way I have processed your personal information you can contact the ico which is the statutory body that oversees data protection law in the UK. For more information go to [www.ico.org.uk/make-a-complaint](https://www.ico.org.uk/make-a-complaint)

### **Data security**

I take the security of the data I hold about you very seriously and as such I take every effort to make sure it is kept secure including using encrypted devices and a locked filing cabinet.