

PRIVACY POLICY

Service provided by me in any form: verbal, written, electronic, or by your use of my website, will be processed in accordance with the Data Protection Act 1998 and the General Data Protection Regulation.

I am registered with the Information Commissioner's Register of Data Controllers (ICO) therefore, I must be transparent about how and why your personal data is gathered, recorded, stored, how and when it is deleted.

Data Protection registration: ZA537944

WHAT INFORMATION DO I COLLECT?

During the first session, you will be asked to consent to my processing of your data under the terms of this policy as well as I will ask you to read and sign a counselling contract and complete form to collect personal information including:

- Name,
- Address,
- Date of birth,
- Telephone numbers,
- email address,
- General health,
- GP details,

WHAT DO I USE YOUR INFORMATION FOR?

- To provide you with the professional counselling service.
- To offer counselling appointments/notify you about any changes e.g. appointments.
- To seek feedback on your experience, to improve my service.
- To make sure my service is provided in the most effective manner.

CONFIDENTIALITY - WHAT INFORMATION DO I SHARE?

All sessions will be conducted in confidence, the date, session number and brief notes will be documented - in accordance with the **Ethical Framework of BACP**.

As a professional requirement, I work with a supervisor - it means I discuss our work; I use only your first name, nothing else that could identify you. In accordance with the BACP Ethical Framework, both my supervisor and I adhere to its guidelines on confidentiality. Sometimes I attend group supervision with other therapists - your identity is not disclosed.

I will not sell your data, nor use it for any marketing purposes, I will not share any information about you with other organisations or people, except in the following situations:

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. (Safeguarding adults (adult protection), safeguarding children (child protection), offences involving children under the age of 18)

COMPLIANCE WITH LAW - I may share your information where I am required to by law (in cases of terrorism, fraud or money laundering)

HOW DO I KEEP YOUR INFORMATION SAFE?

All personal information and session notes are stored electronically (external storage) in a locked filing cabinet and retained for 7 years (requirement of the insurance provider) after it will be deleted.

Your contact details such as telephone numbers and email addresses may be stored electronically and backed up in the cloud with a UK based company and deleted one month from your last session.

Any emails you send will not be electronically retained and will be deleted within one month of sending.

All text messages are deleted within one month of sending.

MY WEBSITE

COOKIES

A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.

Cookies do not typically contain any information that personally identifies a user.

Most browsers allow you to refuse to accept cookies and to delete cookies. The methods for doing so vary from browser to browser, and from version to version.

You can, however, obtain up-to-date information about blocking and deleting cookies via this link:

<https://support.google.com/chrome/answer/95647?hl=en>

Blocking all cookies will have a negative impact upon the usability of many websites. If you block cookies, you will not be able to use all the features on my website.

GOOGLE ANALYTICS - I use Google Analytics to monitor how my website is used. The collection and use of this data by Google Inc. are subject to their own Privacy Policies - <https://www.google.com/policies/privacy/>

LINKS - my website contains links to other websites that might be helpful and relevant. However, once you have left www.gosiacounselling.com, I cannot be responsible for the protection and privacy of any information related to you. The transmission of information via the internet is never secure, therefore, I cannot guarantee the security of your data transmitted to me via the form completed on my website; any transmission is at your own risk.

YOUR RIGHTS

- To ask me to provide a copy of any information held by me.
- To withdraw your consent from what and how your data is processed at any time, however my service provided to you would have to end.

Under the General Data Protection Regulation (GDPR) you have rights as an individual data subject, you can read more about these rights on the ICO's website.

CHANGES TO THIS POLICY

I may revise this policy and if I make any significant changes I will try to notify you asap.



