

## General Data Protection Regulation (GDPR)

GDPR is a legal framework that sets guidelines for the collection and processing of personal information from individuals. This is increasingly pertinent due to the advancement and prevalence of digital technology. '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. My phone number is: 07521782213. My email address is: aliceletherapy@outlook.com You can read more about your rights at [ico.org.uk/your-data-matters](https://ico.org.uk/your-data-matters).

The GDPR also makes sure that I look after any sensitive personal information that you may disclose to me. 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 provision of health treatment (in this case counselling) and necessary for a contract with a health professional (in this case, a contract between me and you).

As a counsellor and psychotherapist who adheres to the [BACP's ethical framework for the Counselling Professions](#), confidentiality is of upmost importance to my practice. Furthermore, transparency is a key aspect of therapy and how I work and I will discuss these aspects from the outset of all therapeutic contracts.

**You have a right to know what details I keep from you and why.** Firstly, I take and retain your contact details in order to arrange our sessions. When you contact me with an enquiry about my counselling services I will collect information to help me satisfy your enquiry. This will include your name, contact details and your availability. 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 fourteen days. If you would like me to delete this information sooner, just let me know. Rest assured that everything you discuss with me is confidential. That confidentiality will only be broken if I believe you are at risk to yourself or others, and in compliance with the following acts: The Terrorism Act 2000; Drug Trafficking Act 1994, Proceeds of Crime Act 2002 or the Money Laundering Regulations 2007; Road Traffic Act 1991; the Children Act 1989; the Serious Crime Act 2007, and the Female Genital Mutilation Act 2003. I will always try to speak to you about this first, unless there are safeguarding issues that prevent this.

Secondly, I keep handwritten notes of all sessions. These are kept in a secure place within my home. I also write much edited, digitally typed versions of these on a computer, which is password protected and has an antivirus software installed, which is regularly updated. I also back up my files on an external hard drive. This is also stored securely in my home, and is password protected. I do not include names in any of my notes and am careful to anonymise their content. I keep notes to reflect on our work together, for supervision and further training purposes. I keep information that may identify you, such as your contact details, separate to these notes. When discussing therapeutic work in supervision I anonymise the clients I discuss.

If you would like to see a copy of my notes I will require seven days' notice to type these up. However, I would encourage you to discuss your reasons for this within our sessions.

I am obliged to keep my notes for three years after our counselling contract has ended.

**You have the right to request that I erase information about you,** which I can do with the exception mentioned above. I keep minimal information about clients in order to carry out my work. I conduct regular audits of the data I collect and routinely delete emails, email addresses and text messages. Once counselling has ended your contact records will be kept for three years from the end of our contact with each other and are then securely destroyed. If you want me to delete your contact details sooner than this, please tell me.

I use email without an encryption programme, which can be vulnerable to hacking or mis-sending by human error. If you would prefer not to be contacted via this mode please just let me know. It is best to use email only for logistical purposes such as changing session times or payment notifications, and to avoid the inclusion of personal or sensitive information. Email addresses are stored within my email account – please inform me of any concerns you may have about this.

I accept payment via online transfer. Banking websites and applications can also be hacked. Again, please let me know if you are concerned about this and we can arrange another method of payment.

I store your initials (and not your full name) and your telephone number on a mobile phone, which are not shared with any third party. This device could be stolen or lost. My phone is locked by password but no method is 100% secure against unlocking. If you would like me to keep your contact details manually please let me know. 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.

For sessions conducted via Zoom. There is currently no verified completely secure video conferencing platform. I will send you a new meeting link and password each week to limit the possibility of interception.

**You can 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 the request in writing addressing it to [aliceleatherapy@outlook.com](mailto:aliceleatherapy@outlook.com) . If you have any complaint about how I handle your personal data please do not hesitate to get in touch with me by emailing to the contact details given above. I would welcome any suggestions for improving my data protection procedures. 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 [ico.org.uk/make-a-complaint](https://ico.org.uk/make-a-complaint).

When someone visits my website, I use a third party service, Wix.com to collect standard internet log information and details of visitor behaviour patterns. I do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way that does not identify anyone. I do not make, and do not allow Wix.com to make, any attempt to find out the identities of those visiting my website. I use legitimate interests as my lawful basis for holding and using your personal information in this way when you visit my website. I use Wix Analytics so that I can continually improve my service to you. You can read Wix's privacy notice [here](#). Like most websites Wix uses cookies to help the site work more efficiently - [find out about its use of cookies](#). No user-specific data is collected by me or any third party.