



Salix Counselling

- Supporting You On Your Journey -

Privacy Statement for Salix Counselling

This document details how your personal data is collected, stored, shared and processed.

I am committed to respecting and protecting your privacy. All your information will be stored safely and securely. I adhere to current data protection legislation. This privacy statement will be regularly reviewed and updated in accordance with the law.

My website

My website is SSL protected and is fully encrypted. It uses cookies to identify you and monitor visits to my webpage.

What personal data do I collect?

The data I hold will be what you provided when making initial contact either through a therapy directory, my website, email or phone call.

This will include:

- Your name
- Your email address
- Your phone number
- Any further information

Once you decide to come for therapy, I will transfer those details to a Client Information Form which will also include:

- Your address
- Your date of birth
- Your emergency contact name and number
- Your GP information
- Any medical issues and/or use of medication

I also keep:

- Anonymised and coded brief session notes
- Our therapeutic agreement which outlines the terms and conditions of your therapy
- Your contact number on my business phone
- Any emails relating to sessions

What do I use this data for?

Your data will only be used for the purposes of delivering my counselling services and will only be held while you are using my service. This may include contacting you in cases of emergency medical issues, cancellations, late arrival, legal issues, etc.

How do I store your personal data?

- Any paper copies of your personal data and our therapeutic agreement will be stored in a secure, locked cabinet.
- Brief, anonymised and coded session notes will be kept on a password protected, encrypted external hard disk drive.
- Contact number(s) will be stored on my password protected business mobile phone.
- Emails will be on my secure work email server.

Confidentiality and Disclosure

Some circumstances may require me to break confidentiality and disclose your information to other health professionals and emergency services. This will only be done when and where it is deemed appropriate and with your knowledge and consent except in the case of the legal obligations described below (see the section headed 'Legal obligation').

Possible reasons for disclosing information include, but are not limited to:

- medical emergencies
- safeguarding
- risk of harm to yourself or others
- in relation to acts of terrorism

I will not use your data for marketing purposes without your consent. I will not sell information to third parties.

In the event of my death or incapacitation a secure document containing your name and contact details will be passed to my business partner, Tim Mortelmans. This is to enable him to contact you to discuss any concerns and counselling options.

Legal obligation

You will be notified if it becomes necessary to share any of your personal data and/or session notes. However, your consent will not be required if this information is

- subpoenaed by court,
- related to illegal or unlawful activities.

How long do I keep your information?

- Should you choose not to continue with counselling after the initial assessment session your information will be deleted and/or securely disposed of within one month.
- If you choose to undertake therapy with Salix Counselling, I will keep your Client Information Form only for as long as you are in therapy with me, after which this and your contract will be shredded and disposed of securely.
- Your client notes will be retained for a period of 5 years in accordance with the law, after which they will be disposed of securely.
- Any emails will be deleted after they are no longer needed and your contact number will be deleted from my phone one month after therapy ceases.

Your rights

Although your rights are not definitive, please be aware of the following important points.

You have the right to:

- Request access to see information I hold about you and request a copy in writing. I will provide this within 30 days.
- Request to amend any incorrect information
- Request refusal of note taking

- Request to have your information destroyed when it is no longer relevant
- Refuse the sharing of data unless I have a genuine medical, legal or otherwise legitimate obligation.

For further information on your rights please see: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>.

You also have the right to complain to the Information Commissioner's Office ICO. 0303 123 1113 if you think your data has been misused.

Contact

Please feel free to discuss any questions or concerns by contacting me, Alma Henderson on 07305 796 089 or email alma@salixcounselling.com