

Terravia Ainley

Counselling and Therapy Services

Also trading as Terri Ainley and dumfriescounselling.co.uk

Privacy Policy May 2018 – Summary

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General Data Protection Regulation compliance

My business is registered with the Information Commissioner's Office, and I agree to abide by my obligations under the General Data Protection Regulation May 2018 (GDPR).

I make every attempt to be compliant and vigilant about how I retain and use people's data, but occasionally mistakes may happen. If I notice my business practices have breached my privacy policy/statements, and/or failed to comply with GDPR, I will inform all affected parties as soon as possible. Also, if you have any concerns about how my business is dealing with the privacy of personal data as covered by GDPR, or if you have broader privacy and confidentiality issues, please let me know immediately.

If you have any concern about how I handle your personal data, in the first instance please contact me, Terravia Ainley West Mains Bungalow, Collin, Dumfries, Dumfries and Galloway, DG1 4JW – Telephone 07510 540 923 – email: terri@dumfriescounselling.co.uk

If your concern is not resolved to your satisfaction, you can contact the Information Commissioner's Office by phoning 0303 123 1113 or through the website <https://ico.org.uk/concerns/>

Changes I make to privacy information

I will change this Privacy Policy from time to time, so please check my website for updated information, or ask me to provide current policies.

Why I collect personal data

I collect and retain your data for the purposes of carrying out my business of providing you with counselling or therapy services, and/or information about those services. I rely on the **legitimate interests** of carrying out my business as the lawful basis for collecting and retaining **personal data**, and **consent** as the lawful basis for collecting and retaining **special category data**.

How I provide privacy information

I attempt to provide clear and transparent privacy information, so please let me know if you struggle to understand anything.

When I provide privacy information

I provide privacy information at the time I collect people's data, or within the timeframes stipulated by the GDPR.

How I collect, process and retain your personal data

I collect and retain different types of personal and special category data when people visit my website; people contact me by email; people contact me by phone and text; clients are referred to me by third party agencies; and during the course of counselling private and agency clients.

I collect the minimum amount of personal data that I require to run my business and provide counselling/therapy services. I only retain this information for as long as it's required for effectively, ethically and legally carrying out my business.

Paper records are kept and disposed of securely. Electronic data is password-protected and securely deleted.

I do not share people's data without their consent and will never sell people's data. However, I might ethically or legally have to give information to relevant authorities, and in these instances I will discuss proposed disclosure with the client unless I believe that to do so could increase the level of risk to the client or to someone else. Also, regular clinical supervision is a requirement of my registration with the BACP and this involves sharing anonymous information disclosed to me during sessions. Continuing Professional Development (CPD) is another requirement of my registration and during CPD activities it may be necessary to share anonymous case information.

Individuals' rights to access their personal data

Individuals have the right to have confirmation that I am processing their data; ask to see the data I hold about them; and be provided with other information about my collection and retention of their data. If you wish to see the data that I am holding about you, please make a **Subject Access Request by emailing me at terri@dumfriescounselling.co.uk or face-to-face during your**

counselling session. I will respond to Subject Access Requests within one calendar month of receiving the request.

Other Individual Rights (including right to request erasure of data)

Individuals also have the rights to: have inaccurate data rectified; have their data erased; restrict the ways I am processing their data; receive digital data in a structured, commonly used and machine-readable format (right for data portability); and ask me to stop processing their personal data (right to object). These are referred to in this policy as Rights Requests.

Please make formal Rights Requests (i.e. Requests to Rectify; Requests for Erasure; Requests for Restriction; Requests for Data Portability; and Objections) by emailing me at terri@dumfriescounselling.co.uk, or face-to-face during your counselling session.

I will respond to Rights Requests within one calendar month of receiving the request.

Rights in relation to automated decision making and profiling

I will adhere to GDPR requirements in relation to automated decision making and profiling, if this is relevant to the ways I collect, retain or process individual's personal data.

General Confidentiality, Privacy and Disclosure

The counselling and therapy services I provide are private and confidential. This means that I will not normally give an individual's data to any third parties without the individual's written consent. However, there are exceptional cases where I might ethically or legally have to give information to agencies, or relevant authorities, without consent. I will only do this if I have a lawful basis for doing so (e.g. safeguarding; prevention and detection of crime). I will discuss any proposed disclosure with the individual unless I believe that to do so could increase the level of risk to the client or to someone else.

On rare occasions I may be asked by a client's solicitor, the police or the courts for access to a client's records. Case notes and my working documents are not suitable as evidence in legal proceedings and I reserve the right to resist such legal requests. I do this to protect my duties of privacy and confidentiality to all my clients and to preserve my reputation as a provider of confidential counselling and therapy services.

In order for a client to work safely and effectively with a counsellor, it is important that the privacy of the work is respected. Please do not attempt to record counselling sessions using any device or app. If it is found that recordings have been made covertly, counselling services for the individual responsible will be discontinued immediately and I reserve the right to seek legal advice regarding possible further action.

This is a summary of key points in my Privacy Policy. For fuller information, please see the Full Version of my Privacy Policy – this is available on my website www.dumfriescounselling.co.uk or there are paper copies in my counselling room.