



Registered Member **381256**
MBACP

Victoria Louise Counselling
Psychotherapist / Counsellor

M.Sc. Counselling and Psychotherapy, B.Sc. Psychology, PgCert
Clinical Supervision, Registered MBACP

info@victorialouiscounselling.co.uk / 07990 626574

Holistic Insurance Services

PRIVACY AND DATA PROTECTION NOTICE

Protecting your privacy is very important to me. You can be assured your personal information will be kept safe and secure. It will only be used for the purposes it was given to me.

This notice outlines in detail my procedures for collecting, storing and managing personal data in order to comply with the requirements of the General Data Protection Regulation (GDPR).

PERSONAL DATA RELATING TO YOU

Personal data relates to a living individual who can be identified from that data. I will hold the following personal data relating to you:

- | | | |
|----------------------------------------|-----------------|---------------------------|
| * Name | * Email address | * Telephone number/s |
| * Microsoft Teams address ⁺ | * Notes | * References ⁺ |

+where appropriate

I hold this information in order to deliver a professional service. Your personal information also enables me to comply with legal, ethical and professional responsibilities.

USE OF YOUR PERSONAL INFORMATION

I comply with my obligations under the GDPR by:

- keeping personal information up to date
- storing and destroying it securely
- not collecting or retaining excessive amounts of data
- protecting personal data from loss, misuse, unauthorised access and disclosure
- ensuring that appropriate technical measures are in place to protect your information.

With your permission, I use your information to:

- make contact with you
- draw up and issue invoices,
- fulfil the requirements of my professional indemnity insurer.

I may use session notes of our work together during discussions with my clinical supervision consultant. During these meetings, information is shared solely in relation to the issues at hand and, as far as possible, identifying details are anonymised.

In the event of an emergency situation, resulting in me becoming unable to meet with you for an extended period of time, my designated trusted person would use your telephone number/email address to contact you. In the case of my death or becoming unable to return to you will be notified and all my records will be destroyed.

INFORMATION STORAGE

The information you have provided, and my notes of our sessions, are stored in a paper file within a locked cabinet. No one has access to these files other than in exceptional circumstances.

I record your first name alongside the date and time of our appointments in my paperwork diary. My used work diaries are stored in accordance with the guidance of HMRC in case they are required as evidence of income sources in the event of a tax investigation.

My personal computer is password protected and used only by me. I will only print off a copy of an email from you if I believe it is relevant to our work and store it in your paper file.

I have exclusive use of my phone; it has an auto-lock function and is passcode protected. Please be aware that if you contact me by phone or text, your details are automatically stored.

In accordance with the requirements of my professional indemnity insurer, I keep your personal data for five years after we have completed our work together, at which point they are destroyed.

SHARING YOUR PERSONAL INFORMATION

Relevant parts of your personal information would be shared only to those with a strict need to know. I may be required to share information:

- at your request, with a named third party at your specific request; for example, if you ask me to complete a reference
- if I am concerned about your practice and consider that it may pose risks. I will discuss my concerns with you. If I believe my concerns have not or cannot be resolved in a timely manner, I will contact relevant third parties in order to minimise the risk of harm
- when I have a legal obligation to comply with authorities, such as the police or coroner
- with the police or local authority for the purpose of safeguarding children or vulnerable adults
- with my solicitor in the event of an investigation being brought against me
- if I am unable to provide sessions for an extended period of time, my designated trusted person would use your telephone number/email to contact you.

YOUR RIGHTS

Under the GDPR, you currently have the following rights:

- *Right of access*: the right to make a written request for details of your personal information and a copy of that personal information. I have to comply to your request within one month
- *Right to rectification*: the right to have inaccurate data about you corrected or removed
- *Right to erasure ('right to be forgotten')*: the right to have your personal information erased
- *Right to restriction of processing*: the right to request that your personal information is only used for restricted purposes
- *Right to object*: the right to object to me using aspects of your personal information
- *Right to withdraw consent*: the right to withdraw any consent you have previously given me to handle your personal information. If you withdraw your consent, this will not affect the lawfulness of the use of your personal information prior to the withdrawal of your consent.

It is important to note that these rights do not always apply in all cases. For example, I can decline to erase all your personal information whilst it is needed for me to provide a safe, ethical and professional service. Following receipt of a written notice of your decision to exercise your rights, I will reply in writing in order to outline how I can comply with your request.

ACCESSING YOUR PERSONAL INFORMATION

I am registered as a Data Controller with the Information Commissioner's Office (ICO). My reference number is: ZB547729. If you have any concerns about how I manage your personal information, please discuss these in the first instance with me. If you remain concerned you can contact the ICO (ico.org.uk).

LOSS OR THEFT OF YOUR PERSONAL INFORMATION

In the unlikely event that your personal information is breached, the Information Commissioner's Office (ICO) will be notified within 72 hours and you will be notified.