

Data Protection and Privacy Consent

Counselling is a confidential safe space just for you, however there are some legal and ethical limits to confidentiality which we have already discussed during our contracting together.

GDPR

Your confidentiality and privacy are very important. From 25th May 2018, under the General Data Protection Regulations, I am required by law to inform you how I keep safe the data you provide me and how I hold this data. I am also bound by the British Association for Counselling and Psychotherapy's (BACP) code of ethics. I will never sell your data to any other individual, company or organisation for any purpose and I am required to gain your explicit consent to my holding your data in certain ways.

This form confirms your consent for Polly Royle, of Polly Royle Counselling to process your personal data. Polly Royle Counselling is registered with the UK Information Commissioner's Office. By signing this form, you give Polly Royle Counselling permission to keep records of any personal information (known as "Special Category Data" because of its sensitive nature) given to them by you.

I am required by The British Association of Counselling and Psychotherapy (BACP) to have a Professional Therapeutic Supervisor. No identifiable information about you is shared with my supervisor. Both my supervisor and I are members of the BACP and through our membership we adhere to the BACP's code of ethics. If I am incapacitated, I have written a 'Therapeutic Will' that will give my Therapeutic Supervisor and a Therapeutic Colleague access to basic information that will allow them to get in touch with you and let you know what has happened. Neither my Therapeutic Supervisor nor my Therapeutic Colleague has access to your case notes.

YOUR DATA

I keep client data you provide so that I can work safely and professionally following the ethical guidelines of the BACP. Under GDPR you have the right to know what client data I hold, why I hold it, and for how long I hold it. The therapy client data that I hold may include:

- Your name and address
- Your phone numbers and email addresses
- An emergency contact's name and phone number
- Your GP name and contact details
- Relevant medical information
- Short Session notes
- Payment information
- My emails to you, and yours to me
- Text messages to you, and yours to me
- GDPR Consent Form

You also have the right to view it, and to ask for changes to be made if it is incorrect. When sensitive data is to be destroyed, it will be shredded or deleted.

If I discover there has been a data breach of your personal information, I am obligated to let you know. I keep your contact details in paper form in a locked filing cabinet and in electronic form on my PC and mobile. My PC and phone are both pass code protected. I will keep your session notes for up to 7 years after the end of our work together. After this time, they will be shredded.

Your phone number and email address are held under your name. This is held in case I need to contact you, for example to reschedule a session or in case we agree to work therapeutically via email, either as a regular arrangement or just occasionally. Your phone number and email details are kept in my business mobile phone only, which is code protected and will be deleted one month after we finish our work together along with any texts and emails.

EMERGENCY CONTACT DATA

I keep this data securely in a locked filing cabinet, in paper form along with your name and contact details. It is unlikely that I would ever use this information, but I hold it in case I become concerned for your welfare and I cannot get hold of you. You and I may agree together on some other reason that I might contact this person, based on your best welfare.

YOUR GP CONTACT DATA

I keep this data securely in a locked filing cabinet, along with your name and contact details in a locked filing cabinet. You and I may agree together on some reason that I might contact your GP, based on your best welfare, for example discussing diagnosis, treatment plan or safety procedures.

MEDICAL INFORMATION

I keep this data securely in a locked filing cabinet, in paper form along with your name and contact details. It may be relevant to share certain medical information when:

- Your mental health history or diagnosis may inform my treatment plan to make it more appropriate for you
- There is a risk that a health condition such as seizures, diabetes etc may impact a session
- You have any allergies that I should be aware of in order to keep you safe
- You take medication which may affect our work

SESSION NOTES

I do not keep detailed session notes. I do keep short notes about each session which are handwritten and kept securely in a locked filing cabinet. The notes may include dates and times of your attendance, bullet points on important themes discussed during each session. The notes are kept under a pseudonym I create for you at our first meeting. I may destroy all or part of any notes I do not consider necessary to retain.

PAYMENT DATA

I am required by law to retain certain financial information, primarily for tax purposes, and as advised by HMRC this is retained for seven years. Payments you make are input into an MS-Excel spreadsheet referenced by a coded number only. Should I use BACS, payment will be processed by my bank. Any bank statement showing any identifiable details about you is kept in a locked filing cabinet. If this needs to be submitted for tax reasons I block out any identifiable details.

When payment is made via BACS your account name (or the name of the person who is paying) and any reference used may show up on my online or paper bank statements. You have the right to discuss alternative payment options with me. Banking transactions may be viewed by employees of the bank, my accountant, my financial advisor, and HMRC tax officers who will all have their own GDPR policies.

EMAILS/TEXTS (SMS) & THIRD PARTY APS

My phone is passcode protected and is not shared with anyone else. My email account is protected with two-factor authentication. I may delete emails and texts after I have noted their content (for example, emails around scheduling). Any emails that I consider necessary to keep are held securely though I cannot be held responsible for any email/text/whatsapp/facetime or skype call/message you choose to send me where 3rd party providers hold responsibility.

ANY QUESTIONS

If you have any other questions regarding your client data, please discuss this with me or contact me, as the Data Controller, pollyroylecounselling@gmail.com

Name(s):

Address:

Date of Birth:

Phone Number:

Email address:

GP Name, Address and phone number:

If you consent to me keeping your details and your notes this way, please tick 'yes, I give my consent' below then date and sign.

Yes, I/We give my/our consent

Date:

Signature(s):