

Privacy Notice

Your privacy is very important to me and you can be confident that your personal information will be kept safe and secure and will only be used for the purpose it was given to me.

I adhere to current data protection legislation, including the General Data Protection Regulation (EU/2016/679) (the GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

This privacy notice tells you what I will do with your personal information from initial point of contact through to after your therapy has ended, including:

- Why I am able to process your information and what purpose I am processing it for
- Whether you have to provide it to me • How long I store it for
- Whether there are other recipients of your personal information
- Whether I intend to transfer it to another country,
- Whether I do automated decision-making or profiling,

and

- Your data protection rights.

I am happy to chat through any questions you might have about my data protection policy and you can contact me via hello@elizabethaddison.co.uk

‘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 myself, Elizabeth Addison. I am registered with the Information Commissioner’s Office [Insert registration number]. My postal address is: 90 Argyll Road, Ripley, Derbyshire DE5 3LH My phone number is: 07368 633128. My email address is: hello@elizabethaddison.co.uk

My lawful basis for holding and using your personal information

The GDPR states that I must have a lawful basis for processing your personal data. There are different lawful bases depending on the stage at which I am processing your data. I have explained these below:

If you have had therapy with me and it has now ended, I will use legitimate interest as my lawful basis for holding and using your personal information.

If you are currently having therapy or if you are in contact with me to consider therapy, I will process your personal data where it is necessary for the performance of our contract.

The GDPR also makes sure that I look after any sensitive personal information that you may disclose to me appropriately. 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).

How I use your information

Initial contact

When you contact me with an enquiry about my counselling services either via telephone, email or through my websites contact page, I will collect information to help me process your enquiry. This will include:

Name, contact details and nature of your enquiry

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 6 months. If you would like me to delete this information sooner, just let me know.

While you are accessing counselling. Rest assured that everything you discuss with me is confidential. That confidentiality will only be broken :

If you or others disclosed to me through assessment and/or counselling/therapy, are deemed to be at risk of serious harm

there is a requirement to work with safeguarding commitments, and

when I am legally required or authorised to disclose by prosecution authorities and courts for law for enforcement purposes. The required paperwork to disclose such information must be produced by the authorities in the first instance.

I will always try to speak to you about this first, unless there are safeguarding issues that prevent this.

I will keep a record of your personal details to help the counselling services run smoothly. These details are kept securely in a locked container on secured premises* and are not shared with any third party.

I may keep written notes of each session or important information disclosed to me through our initial assessment of your therapeutic needs. These are handwritten notes are kept as part of your record and are kept in a secure environment, as detailed above.

For security reasons, I do not retain text or answerphone messages for more than 1 week. If there is relevant information contained in the message I will record this, handwritten, within your records, which as detailed above* are retained securely. Likewise, any email /contact form correspondence will be deleted after 1 month if it is not important. If necessary I will print off email /contact form correspondence and retain on your record, held securely as detailed above*.

After counselling has ended.

Once counselling has ended your records will be kept securely for 5 years from the end of our contact with each other. They will then be securely destroyed.

If you want me to delete your information sooner than this, please tell me in writing.

Third party recipients of personal data

I sometimes share personal data with third parties, for example, where I have contracted with a supplier to carry out specific tasks. These third parties include (though not limited to):

- my supervisor, who is bound by the same ethical code of conduct with regard to confidentiality and GDPR, as stipulated by the BACP
- the British Association of Counselling and Psychotherapy (BACP)
- 1&1 IONOS, host of my SSL certified website
- the Information Commissioner's Office contactable at: <https://ico.org.uk>

In such cases I have carefully selected which partners I work with. I take great care to ensure that I have a contract with the third party that states what they are allowed to do with the data I share with them. I ensure that they do not use your information in any way other than the task for which they have been contracted.

Your rights

I try to be as open as I can be in terms of giving people access to their personal information. You have a right to ask me to delete your personal information, to limit how I use your personal information, or to stop processing your personal information.

You also have a right to ask for a copy of any information that I hold about you and to object to the use of your personal data in some circumstances.

You can read more about your rights at ico.org.uk/your-data-matters.

If I do hold information about you I will:

- give you a description of it and where it came from;
- tell you why I am holding it, tell you how long I will store your data and how I made this decision;
- tell you who it could be disclosed to;
- let you have a copy of the information in an intelligible form.

You can also 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 hello@elizabethaddison.co.uk

If you have any complaint about how I handle your personal data please do not hesitate to get in touch with me by writing or 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

Data security

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. I do this by:

- minimising the amount of data I hold electronically, deleting it as necessary (as stated above);

- all records are paper records and details are kept to a minimum and may include coded identifiers, or pseudonyms to protect your identity;

- I use encrypted devices where required and websites (SSL certified) keeping usage to a minimum where reasonably possible and deleting information appropriately as detailed above;

- all records are retained in a locked filing cabinet on secured premises.

Visitors to my website

When someone visits my website, I use a third party service, 1&1 IONOS 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 1&1 IONOS 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 Google Analytics so that I can continually improve my service to you, You can read Google Analytics privacy notice here <https://policies.google.com/privacy?fg=1>. I use 1&1 IONOS as the content management system for my website - find out about visit <https://www.ionos.co.uk/terms-gtc/privacy-policy/>. Like most websites they use cookies to help the site work more efficiently - find out about 1&1 IONOS use of cookies visit <https://www.ionos.co.uk/cookies>

No user-specific data is collected by me or any third party. If you fill in a form on my website, that data will be temporarily stored on the web host before being sent to me.

My website may, from time to time, contain links to and from websites unaffiliated by Elizabeth Addison Therapy. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that I do not accept any responsibility or liability for these policies and the content of the website.

Website marketing – Testimonies on my website have been processed for marketing purposes with prior written consent by the individual and where appropriate a pseudonym has been used to protect the identity of clients.

Questions, comments and requests regarding this Privacy Notice are welcomed and should be addressed to Elizabeth Addison at hello@elizabethaddison.co.uk