

Privacy policy

I understand how important your privacy is. I take care to maintain your confidentiality in accordance with current data protection laws (GDPR, 2018) and the ethical guidelines of the British Association for Counselling and Psychotherapy (BACP). These guidelines have been set up to protect your confidential material and ensure that your therapist always conducts themselves with professionalism and integrity.

In order to provide you with the best service possible, I will hold your personal contact details and brief records of your therapy sessions. Please find below important information about how this data will be held and used.

Your personal information

I use Google Drive, a secure and password protected cloud storage solution, to keep the minimal personal data collected with your consent. At the point of booking your first session with me, you will be asked for your personal contact information, for example your name, email address and telephone number. You may also choose to share details of the issues you are looking for help with and contact details of a person to reach out to in an emergency.

Please note that I will need to keep a record of your minimal personal details and brief session notes for seven years after the end of your therapy, so that I can respond effectively to any legitimate potential requests regarding your clinical notes.

I will never pass on your contact details to any third party organisations for the purposes of sales, marketing or research and will never use your personal data for any purposes other than the administration of the counselling service I am providing to you i.e. to arrange, cancel and rearrange appointments and collect payment for sessions.

Your rights

Any personal data retained by me is kept in accordance with the GDPR, 2018.

Under these guidelines you have the following rights

1. The right to request access to your data

You can request to view the information that I hold about you (contact details, appointment logs etc.) at any time. If during therapy you would like to see your session notes, please let me know.

2. The right of rectification

At any point during your time using my service or during the seven years thereafter, while we retain your records, you have the right to request amendments to your contact details or session notes. This right can be exercised either by speaking directly to me or by contacting me in writing.

3. The right to be forgotten

You can request that I delete and confidentially destroy the information that I hold about you and your sessions at any time.

Instances where I would not be able to comply with your request are as follows:

1. a) It is necessary for me to retain these records in order to continue providing an effective service
2. b) I am compelled to retain these records by a Court of Law
3. c) I require these records in order to establish, exercise or defend legal claims

Consent

When you book your first session with me you will be asked to provide a digital signature in the working agreement file to confirm that you consent to the storage and processing of your personal data for the purposes of providing therapeutic services.

You are entitled to withdraw this consent at any time and can do so by emailing me at lilii@towardsmeaningcounselling.co.uk

Breaches of data protection

In the event of any breach of my data protection policy, I will notify you and the Information Commissioner's Office (ICO) within 72 hours and will seek to rectify this immediately.

Raising concerns

Should you have any concerns about my data protection practices, you can raise these directly with me. You can also notify the Information Commissioner's Office. My company, towards meaning ltd, is registered with ICO under the reference number ZB644821.