

**Believe in you counselling: Website and GDPR Privacy statement**

**The data controller is Believe in you counselling.**

**Believe in you counselling is registered with the Information Commissioners Office ICO:**

**Website information.**

**Cookies**

www.believeinyoucounselling.co.uk. uses cookies, this a computer footprint of the websites you have visited. It provides information to the owner of the site of how visitors to the site are using it and helps the website work more effectively.

Transient cookies are stored only temporarily while you are browsing a website, this allows normal use of the site, once the browser is closed, they are deleted and do not collect personal data.

Geolocation data, IP address, unique identifiers (e.g. MAC address) and other information about your use of the website is collected. The option to control the use of cookies can be found in the pop up cookie notification, you can choose how you use them by following your device instructions.

**Analytics**

My website host Wix collects non-identifiable information on how users have used the site, such as number of visitors to the page, the type of device being used to access the site, ie laptop, desktop or mobile. For more information on how Wix use information see <https://www.wix.com/about/privacy>.

**Website contact me button**

No information from the contact me button is stored by the website.

I use your email address to correspond to any queries you may have sent to believe in you counselling, once correspondence has ended the emails and email address will be deleted in confidential waste. I will not use this information for marketing purposes or disclose to a 3rd party unless I am required to by law.

**Email**

I use gmail to send you a copy of the counselling agreement and privacy notice. Gmail encrypts messages that are sent and received through their accounts. As the sending of information cannot be guaranteed as 100% secure, please be mindful of the personal information you share via email. See <https://policies.google.com/privacy> for more information.

Google servers are a US company and are covered under the US privacy shield, this enables information to be shared between the UK and the US. This means your IP and email address may go outside of the EEA. See <https://www.privacyshield.gov/list>

**Social Media (Facebook and Instagram pages)**

Believe in you counselling use these pages to promote the counselling service and network with other counsellors. If you make contact using the messaging facility of the page, I will keep the conversation while we are in correspondence, once correspondence has ended the conversation will be deleted.

**General data protection regulation GDPR information for Believe in you counselling.**

The information I collect if you become a client with believe in you counselling is: -

• Name

• Contact number

• Email

• Address

• Date of birth (if under 18)

• Emergency contact name and number

**What do Believe in you counselling use this information for?**

The personal contact information is required for emergency contacts, while you are using believe in you counselling services. The age of children and young people is taken in order to ensure files are kept for 7 years after their 18th birthday.

**Does Believe in you counselling share your personal data?**

There are explicit reasons why I may need to share/process your data. I only use your data in relation to the delivery of my services, and do not use it for marketing purposes or sell to third parties.

**Legitimate interest**

1. There may be times where I need to break confidentiality as outlined in our counselling agreement, such as safeguarding reasons, serious harm to self or others, acts of terrorism or drug trafficking/money laundering. The information I may need to share in these circumstances with health professionals or the police will be minimal, such as name and contact details, and details of the reason for the breach in confidentiality.

2. In the event of my death or serious illness, a family member will give my supervisor who is also a member of the BACP and works within their ethical framework access to my office. Where only he can access my confidential locked cabinet containing my records, so he can contact clients who I am currently working with, to inform them of the situation and work with them to find the best way of moving forward for them.

**Legal obligation**

1. If subpoenaed by a court of law.

2. I keep anonymous client notes of the content of our sessions, in line with my insurance policy

3. Believe in you counselling financial records are kept in line with HMRC guidelines for 5 Financial years.

**Consent**

1. If you ask me to share your notes/information with other medical professionals or your legal representative.

**How long does Believe in you counselling keep your information?**

1. If you choose not to continue with counselling after your initial session, your information will be disposed of 2 weeks after as confidential waste.

2. If you choose to continue with believe in you counselling, I keep client notes that are anonymous and separate from personal information for 5 years after your last session in line with the requirements of my professional insurance. For under 18’s name/contact and anonymous notes will be kept for 7 years after the age of 18 is reached.

**How information is stored at Believe in you counselling.**

Client notes and personal information records are kept in paper form in separate lockable cabinets, which only believe in you counselling have access to, once the time has lapsed they are to be retained for, they will be disposed of in confidential waste.

**Your rights under GDPR**

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| • Right to be informed, • Right to access (you can request to see information I hold about you) • Right of rectification, • Right to erasure, Not applicable to lawful reason legal obligation• Right to restrict processing, • Right to data portability, Not applicable to lawful reason legal obligation /legitimate interest • Right to object, Not applicable to lawful reason/ legal obligation• Rights related to automated decisions.  |

It should be noted that the ICO says these are not all absolute rights:https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/

If you have any concerns about how I have used your data, you can discuss it with me in the first instance if you feel able to. My contact details are believeinyoucounselling@gmail.com. You also have the right to complain to the information commissioner’s office ICO. 0303 123 1113

This privacy statement is kept under regular review. Feb 24th 2019