



BARE SOUL COUNSELLING

Privacy Statement

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.

I am happy to chat through any questions you might have about my data protection policy and you can contact me via email Michelle@baresoulcounselling.com

I am registered with the Information Commissioner's Office (ZC063129 Bare Soul Counselling).

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 Bare Soul counselling, I will collect information to help me satisfy that enquiry. This will include your name, phone number and email address. 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 1 month. 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 I feel that there is a risk of harm to yourself or someone else (please see reasons outlined in contract) then I would take steps to minimise those risks. 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 and locked in a secure cabinet and are not allowed to be shared with a third party.

I will keep written notes of each session. My notes are coded ensuring no real names of people or places are used. They filed separately to any corresponding names and addresses and locked in a secure cabinet.

For security reasons I do not retain text messages for more than one week. If there is relevant information contained in a text message I will transfer this to paper and file it securely either to update your personal records or anonymise to add to my notes before deleting the message. Likewise, any email correspondence will be deleted after one week if it is not important. If necessary, I will also transfer this to paper and file it securely either to update your personal records or anonymise to add to my notes.

If you are having in person appointments, then please note I have a Ring Doorbell but this will be turned off during my working hours.

After counselling has ended.....

Once counselling has ended your records will be kept for 5 years from the end of our contract with each other and are then securely destroyed. If you want me to delete your information sooner than this please tell me.

Yours 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 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 it for;
- Tell you who it could be disclosed to;
- Let you have a copy of the information in an intelligible form.

You can 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 Michelle@baresoulcounselling.com

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 will acknowledge it and aim to respond fully within 30 days.

If you are not satisfied with my response, you have the right to raise it directly with the Information Commissioner's Office (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.

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.