

## **AnnaMaria Williams Counsellor**

### **Privacy Statement**

Your privacy is of great importance and I am committed to complying with the terms of the General Data Protection Regulation (GDPR) regarding the responsible and secure use of your data.

The purpose of this statement is to let you know what personal information I collect and hold, why this data is collected, how long it is kept and what your rights are with regards to this personal data. I am registered with the Information Commissioners Office (ICO).

#### **What information do I collect?**

I collect personal data such as name, address, date of birth, gender, GP/medical practitioner details, telephone number, and email address. I also collect any data you give me regarding personal and family background, alongside potentially sensitive data relating to medical and mental health conditions, sexuality, religious beliefs and life experiences.

#### **What do I use your information for?**

I use your information in the following ways:

- To provide counselling and therapy services
- To notify you about any changes to your appointments
- To fulfil any administrative, legal, ethical and contractual obligations

#### **What information do you share?**

I will not share any information about you with other organisations or people, except in the following situations:

- Consent – I may share information with relevant medical professionals or others whom you have requested or agreed I need to contact
- Serious harm – I may share your information with the relevant authorities if I have reason to believe this may prevent serious harm being caused to you or another person
- Compliance with law – I may share information when the law requires me to - i.e. safeguarding, terrorism, drug trafficking and serious crime
- Supervision– It is an ethical requirement for any counsellor to have regular supervision. Any supervisor used is an accredited member of the relevant professional body and works within their ethical framework

#### **How do I keep your information safe?**

- All information you provide to me is stored as securely as possible. I will take all reasonable precautions to prevent the loss, misuse or alteration of information given.
- All paper forms are kept in locked areas or cabinets. All electronic files are kept on devices with virus protection software.
- If process notes are made they are kept separate from any identifiable personal information

- Whilst I endeavour to keep my systems and communications protected against viruses and other harmful effects, I cannot bear responsibility for all communications being virus free
- Client notes and other documentation are destroyed by shredding, six years after the end of the counselling services offered
- Any known data breaches will be reported to the ICO within 72 hours
- Any requests for personal data need to be made through a data subject access request and will be supplied within one month
- If clients choose to contact me by text or mobile phone, numbers are stored using initials only, as opposed to full names

### **Your rights**

Under the GDPR, you have the right to:

- Access your personal data - rectify, erase or restrict your data - object to the processing of your data - request transfer of data (data portability).
- You may withdraw your consent for me to hold and process your data at any time. You can withdraw your consent by stating this on an email to me. However, if you do this while actively receiving counselling services, the services would have to end. Please note also that any safeguarding issues will take priority over personal freedom.
- If you have any concerns about the way I handle your data please contact me. If you feel this has not been resolved effectively you have the right to contact the Information Commissioners Office ([www.ico.org.uk](http://www.ico.org.uk)).

### **Changes to this policy**

This document is a work in progress and may be modified from time to time.