

Daniela Weetman Counselling - Privacy Policy

Introduction

Your privacy is very important to me. You can be confident that your personal information will be kept safe and secure and will only be used for the purposes for which it was provided. 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 outlines how I handle your personal information from the initial point of contact through to after your therapy has ended.

I am registered with the Information Commissioner's Office (ICO) [member reference: HIS109681]. My phone number is: +44 7356 063001, and my email address is: danielaweetmancounselling@gmail.com.

My Lawful Basis for Holding and Using Your Personal Information

As a member of the BACP, I am committed to maintaining professional standards. These standards require that I keep accurate records that:

- are adequate, relevant, and limited to what is necessary for the type of service being provided
- comply with applicable data protection requirements (BACP 2018) – see www.ico.org.uk

A record refers to any information that can identify a person, either directly or in combination with other information (BACP 2018).

The GDPR requires that I have a lawful basis for processing your personal data. These bases may differ depending on the stage of our relationship:

- **If therapy has ended:** I will use legitimate interest as the lawful basis for holding and using your personal information.
- **If you are currently undergoing therapy or considering therapy:** I will process your personal data as necessary for the performance of our contract.
- **Special Category Personal Data:** Sensitive personal information (such as health data) is processed for the provision of health treatment (in this case, counselling) and is necessary for the contract between us.

How I Use Your Information

· Initial Contact:

When you contact me with an inquiry about my counselling services, I will collect your name, address, phone number, and your GP's details. Alternatively, a health professional or a trusted individual may provide your details when referring you.

If you choose not to proceed with therapy, I will ensure your personal data is deleted within 6 months. If you wish for your information to be deleted sooner, please let me know.

· While Receiving Counselling:

Rest assured that everything you discuss with me is confidential. Confidentiality may only be broken in exceptional circumstances, such as in cases of terrorism, drug trafficking, money laundering, child

protection, or where a court orders disclosure. If there is an immediate risk of harm to yourself or others, I may override confidentiality. I will try to discuss this with you first, unless safeguarding issues prevent it.

I will keep a record of your personal details to ensure the counselling service runs smoothly. These details are kept securely and will not be shared with any third party.

I will also keep written notes of each session. These notes are meant to provide a snapshot of your situation and will be factual and subjective, primarily noting the themes and interventions discussed in each session. These notes are securely stored.

For security reasons, I do not retain emails or text messages for more than 6 months. Please avoid discussing sensitive information via email or text message; instead, bring it to our sessions. If there is relevant information in a message, I will transfer it to your client notes for secure storage.

As a member of the BACP, I am required to attend supervision for professional development. During supervision, I may discuss topics, themes, and issues from our sessions, but no identifiable information about you will be shared. Supervision notes are kept separately and do not contain identifying details.

· **After Counselling Has Ended:**

Once counselling has ended, your records will be kept for 5 years before being securely destroyed.

If I am ever unable to continue providing counselling due to incapacity, your contact details will be accessed by a trustee, as agreed in my clinical will, to inform you of the situation.

Your Rights

I am committed to being transparent about the information I hold about you. You have the right to request that I delete your personal information, limit how I use it, or stop processing it. You can also request a copy of the information I hold about you, correct any inaccuracies, or object to its use in certain circumstances. More information about your rights is available at ico.org.uk/your-data-matters.

To request any personal information I hold, please put the request in writing to danielaweetmancounselling@gmail.com. I will provide this information within a month, at no charge, unless there is a valid reason to delay.

If you have any concerns about how I handle your personal data, please contact me via the details above. I am open to feedback and suggestions for improving my data protection practices.

For formal complaints about how I process your data, you can contact the ICO, the statutory body that oversees data protection law in the UK. More details can be found at ico.org.uk/make-a-complaint.

Third-Party Recipients of Personal Data

I may occasionally share personal data with third parties, such as suppliers who carry out specific tasks. In such cases, I carefully select my partners and ensure there is a contract in place that specifies how they are allowed to use your data. I ensure that third parties only use your data for the purpose for which it was shared.

Data Security

I take data security very seriously and take steps to keep your information secure. All data is stored securely in a cloud-based storage system, and I use updated virus protection to safeguard files. I access information only through password-protected devices (laptop and smartphone). Files containing client information are further secured through encryption and folder-level protection.

Visitors to My Website

When someone visits my website, I use a third-party service, www.webhealer.net, to collect standard internet log information and details about visitor behavior. This helps me understand how visitors interact with my site. The data collected does not identify individuals, and I do not allow Webhealer to attempt to identify visitors.

Like most websites, I use cookies to improve site functionality. By agreeing, cookies may be stored on your device. Cookies are used as follows:

- **Strictly Necessary Cookies:** Required for basic website operations, such as logging into secure areas.
- **Analytical/Performance Cookies:** Help me understand how visitors use the site, allowing me to improve its functionality.
- **Functionality Cookies:** Enable recognition of returning visitors.
- **Targeting Cookies:** Record your visit and track your browsing behavior to make the website more relevant.

No user-specific data is collected by me or third parties unless you fill out a form, in which case the data will be temporarily stored by the web host before being sent to me.

Telephone or Online Counselling

To comply with data protection, I will ensure that I am using a safe, confidential space for online or telephone sessions. Both my space and the equipment I use will be secure. I will ask clients to ensure they are in a secure, private space and that their equipment is appropriate and secure. While no technology is entirely secure, I take this matter very seriously.