

Clarity Counselling Privacy Notice

Contact Details:

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Website: www.claritycounsellingilkley.com

The individuals about which CLARITY COUNSELLING holds information are referred to in this policy as data subjects.

For the purposes of the General Data Protection Regulations (GDPR) 2018, the data “controller” is Anita Dunford. I am registered with the ICO (Information and Commissioner’s Office) which means I need to inform you of what data I am collecting from you and how I intend to use the data. **My registration number is ZA315593.** If you have any concerns regarding your data, you can contact the ICO at www.ico.org.uk or phone them on 0303 123 1113.

What data is collected and for what purpose?

CLARITY COUNSELLING holds the following types of information which are covered by this policy.

- (1) Personal information such as name, address, date of birth, phone numbers, email address, emergency contact details, and doctor’s details
- (2) Sensitive Information provided using the Client Pre-Therapy Information Form.
- (3) Information provided by another organisation, for example, Occupational Health as in the case of a referral as part of an Employers Assisted Programme.
- (4) Brief Session Notes – which are classed as sensitive information.

How is your data collected?

Your data is collected by the following methods.

- Via telephone on 07704 631975
- Via text messaging on 07704 631975
- Via email at anita@claritycounsellingilkley.com or counsellingilkley@gmail.com

- From information that you may provide by emailing me via my website and various therapy directories and/ or organisations such as, but not limited to, BACP, Counselling Directory, Psychology Today, University Counselling Training Organisations.

How is your data stored?

Both your personal information and sensitive information are stored electronically and confidentially using Writeupp which is a practice management software platform that is GDPR compliant and uses two factor authentication.

Your telephone number is stored on a separate works mobile phone using your first name and the initial of your surname – for example John Smith would be listed at John S. Your name and number are deleted from the phone twelve weeks after our final session. I retain the number for twelve weeks if you might need to contact me. I would be happy to remove it, if you prefer, when we have had our final meeting.

Additionally, your name, phone number, email address and the date of your next appointment is stored on an application called ClinicalWill.app. This is a GDPR compliant platform that provides information, for my clinical trustees, on how to contact you in the event of an emergency, incapacitation, or death. This information relates only to your contact details and will only be accessed in the event of an emergency which affects us being able to meet for an arranged counselling session.

What data is kept and why is it needed?

Personal Information

Name and date of birth – this is basic information that helps me get to know you

Address, email address, phone number – I use this as a way of contacting you regarding your sessions and to inform you of any emergency cancelations. I usually email an appointment reminder 48 hours prior to our agreed appointment but I am happy to send a text, or no reminder, if you prefer. I will discuss your preferences at our first meeting.

Doctors and emergency contact details – If I was worried that you were at risk then I may need to contact your doctor and/or your emergency contact. Wherever possible I would tell you I was going to do this.

Sensitive Information

Notes and Contact Details

I keep brief notes about what has been discussed in our sessions. Your notes and contact details are stored electronically and confidentially and used in a safe and ethical manner, in line with UK General Data Protection Regulations. Both your personal information and sensitive information are stored electronically and confidentially using Writeupp which is a practice management software platform that is GDPR compliant and uses two factor authentication.

Notes are kept securely for a period of 7 years as a requirement of my insurers and then destroyed. You are free to request your notes. No information will be released to another party (i.e., police, solicitors.) without your written consent, except when requested by a Coroner or Court of Law.

Disclosure of your personal information

In the event of an emergency, incapacity, or death your personal contact information will be disclosed to my two clinical executors of my Professional Will, who are counsellors and bound by confidentiality, so that they can notify you of my situation. In the event of my death or incapacitation of more than thirty days my executors will contact Writeupp and arrange for all information to be deleted.

I am under a duty to disclose or share your personal data to comply with any legal obligation. For example, if I am subpoenaed to court, or as a legal requirement such as safeguarding children or vulnerable adults, terrorism, or money laundering, or drug running.

What are your data protection rights?

1. **RIGHT TO ACCESS:** Data subjects are entitled to have access to the information held about them and have the right to ask for a copy of personal information, free of charge, in an electronic or paper format. You also have the right to ask me to amend or change any incorrect information.
2. **RIGHT TO NOTIFICATION:** You have the right to request that I will correct any information that you believe is incomplete. You also have the right to request that I complete information that you believe is incomplete. I will seek to maintain accurate information by enabling data subjects to update the information held by telephone, post, email, or personal visit.
3. **RIGHT TO ERASURE:** You have the right to ask for erasure of your personal information in certain circumstances.
4. **YOUR RIGHT TO RESTRICTED PROCESSING:** You have the right to request that I restrict the processing of your personal data.

5. YOUR RIGHT TO OBJECT TO PROCESSING: You have the right to object to my processing of your personal data.
6. YOUR RIGHT TO DATA PORTABILITY: As the client, you have the right to receive your personal information which you previously provided and have the right to transfer that information to another party.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Online Sessions

I use the platforms Zoom and Whereby. Both these platforms are securely encrypted and GDPR Compliant.

Privacy policies of other websites

Our website contains links to other websites. This privacy policy applies only to the following website www.claritycounsellingikley.com. If you click onto a link to another website, it would be advisable to read their privacy policy.

How to complain

If you have any concerns about the use of your personal information, you can make a complaint via the address, or email, at the top of this document.

You can also complain to the Information Commissioners Office if you are unhappy with how your data has been used.

The ICO's address:

Information Commissioner's Office, Wycliffe House, Water Lane, WILMSLOW, Cheshire, SK9 5AF.

Helpline Number: 0303 123 1113

ICO Website: <https://www.ico.org.uk>

CLARITY COUNSELLING will carry out an annual review of its data protection policy and procedures. Updated May 2023