



Privacy Notice

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, including:

- Why I am able to process your information and what purpose I am processing it for.
- Whether you have to provide it to me.
- How long I store it for.
- How secure your data is.
- Whether there are other recipients of your personal information.
- Your data protection rights.
- How I handle clients' data when communicating through Facebook, Instagram, and WhatsApp.

I am happy to chat through any questions you might have about my data protection policy and you can contact me – **Jamie Longson** via email at jplcounselling@protonmail.com.

'**Data controller**' is the term used to describe the person/organisation that collects and stores and has responsibility for people's personal data. In this instance, the data controller is me.

I am registered with the **Information Commissioner's Office - Reference number - ZB394792**. My phone number is **07340 131355**. My email address is jplcounselling@protonmail.com.

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. I have explained this 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 my counselling services, I will collect information to help me satisfy your enquiry. This includes your name, address, telephone numbers and email address. In addition, your date of birth, reasons for counselling, past counselling experiences, previous or existing medical conditions / admissions, GP details and any history of self-harm or violence or overdose will be recorded on your client agreement form. This information is highly sensitive, but essential for counselling to take place as it helps to build a picture of who you are and helps me to understand your circumstances.

Whilst useful it is not essential, and it is your right to refuse to give me any or all of this information.

Alternatively, your GP or other health professional may send me your details when making a referral 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 30 days. If you would like me to delete this information sooner, just let me know.

While you are accessing counselling.

Everything you discuss with me is confidential. That confidentiality will only be broken if you were to disclose involvement in or knowledge of an act of terrorism, money laundering and drugs trafficking. In addition to this, I have a responsibility to report instances of harm to self or to others and I do have a legal obligation to report harm or abuse to a minor or vulnerable adult. 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, password protected, with access to me only and are not shared with any third party.

I will keep notes of each session, these are securely stored electronically by the use of strong passwords and this data is regularly backed up with multiple copies, in the event of accidental deletion, natural disaster, fire or a cyber-attack.

For security reasons I do not retain text messages and social media messages (WhatsApp, Facebook or Instagram) for more than 1 year. If there is relevant information contained in a text message or social media messages, I will screenshot and electronically store securely. Likewise, any email correspondence will be deleted after 1 year if it is not important. If necessary, I will save the email electronically and store securely.

After counselling has ended.

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

Third party recipients of personal data.

I will not share your information with any third parties unless:

- You have consented to this.
- It is as part of my duty to protect a child, a vulnerable adult, yourself or the public.
- I am required to do so by any court or law or any relevant regulatory authority.

Your rights.

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 that 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 www.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 your data and how I made this decision.
- Tell you who it could be disclosed to.
- Let you have a copy of the information in clear form.

You can also 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 jplcounselling@protonmail.com.

How I handle your data when communicating through Facebook, Instagram, and WhatsApp.

Facebook:

- I will not add you as a friend on Facebook nor like any of your posts.
- Any communication between us on Facebook will be kept private and not shared with any third parties.
- I will not post any information about you on Facebook.

Instagram:

- I will not follow you on Instagram nor like any of your posts.
- Any direct messages between us on Instagram will be kept private and not shared with any third parties.
- I will not post any information about you on Instagram.

WhatsApp:

- I will only add clients as contacts on WhatsApp if they have given me explicit consent to do so.
- Any communication between us on WhatsApp will be kept private and not shared with any third parties.
- I will not post any information about you on WhatsApp.

How to complain

If you have any concerns about my use of your personal information, you can make a complaint to me at jplcounselling@protonmail.com.

You can also complain to the ICO if you are unhappy with how I have used your data. My Information Commissioner's Office (ICO) reference number is - **ZB394792**

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>