

## **PRIVACY NOTICE**

### **Introduction**

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, 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
- Whether there are other recipients of your personal information
- Whether I intend to transfer it to another country
- Whether I do automated decision-making or profiling, and
- Your data protection rights.

I am happy to chat through any questions you might have about my data protection policy and you can contact me via [tena@aureliatherapy.co.uk](mailto:tena@aureliatherapy.co.uk).

‘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 – ZB567069 – Aurelia Therapy.

My postal address is: 9 Half Acre Court, Caerphilly, CF83 3SU. My phone number is: 07594 14 369. My email address is: [tena@aureliatherapy.co.uk](mailto:tena@aureliatherapy.co.uk).

### **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 consent initially. I will then retain any counselling records in case of the need to reference them in the future (the official legal basis is to defend against potential legal claims).

## **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 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 one calendar 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 there is sufficient evidence that you or some else's life is at risk of harm, or if you disclose information of some known circumstances that were currently taking place in which a child or vulnerable adult were at risk or which I would be legally bound to disclose. 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 in a password-protected document on a password-protected flash (USB) drive and are not shared with any third party.

I will keep written notes of each session as well as possible process notes. This is kept to help me ensure I do my best to help you. These are kept in a locked file box for which only I have a key. Instead of using your name on written notes, I will use a code to ensure you cannot be identified from the notes themselves.

For security reasons I do not retain text for more than a week. If there is relevant information contained in a text message I will enclose their content into the written notes. Likewise, any email correspondence will be deleted after a week if it is not important. If necessary I will digitally download the emails and keep them on a password-protected flash (USB) drive.

### **After counselling has ended**

Once counselling has ended your records will be kept for one year 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 sometimes share personal data with third parties, for example, where I have contracted a supplier to carry out specific tasks. In such cases I have carefully selected which partners I work with. I take great care to ensure that I have a contract with the third party that states what they are allowed to do with the data I share with them. I ensure that they do not use your information in any way other than the task for which they have been contracted.

### **Your 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 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 <https://ico.org.uk/for-the-public/>

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 make this decision;
- Tell you who it could be disclosed to;
- Let you have a copy of the information in an intelligible 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 of any personal information I may hold about you, please put the request in writing addressing it to [tena@areliatherapy.co.uk](mailto:tena@areliatherapy.co.uk).

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 the contact details given above. I would welcome any suggestions for improving my data protection procedures.

If you want to make a formal complaint about the way I have processed your personal information you can contact the ICO which is the statutory body that oversees data protection law in the UK. For more information go to <https://ico.org.uk/make-a-complaint> .

### **Data security**

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. As mentioned above, your identifying information (name, phone number, email or anything else you might disclose and is important to keep) will be kept on an encrypted password-protected flash (USB) drive within a password-protected document. All session notes and process notes will be kept separately in paper format in a locked file box. These will also be codified to not identify you in the notes. Care will be taken that these notes do not contain anything that could identify you.

## **Visitors to my website**

When someone visits my website I use a third party service Wix.com to collect standard internet log information and details of visitor behaviour patterns. I do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way that does not identify anyone. I do not make, and do not allow Wix.com to make, any attempt to find out the identities of those visiting my website.

I use legitimate interests as my lawful basis for holding and using your personal information in this way when you visit my website.

I use Google Analytics so that I can continually improve my service to you. You can read Google Analytics privacy notice here

<https://support.google.com/analytics/answer/7318509?hl=en> .

I use CMS (formerly Content Manager) as the content management system for our website – find out more about CMS and data protection here <https://support.wix.com/en/article/cms-formerly-content-manager-an-overview> .

Like most websites we use cookies to help the site work more efficiently – find out about our use of cookies here <https://www.bacp.co.uk/notices/cookies>

No user-specific data is collected by me or any third party. If you fill in a form on my website, that data will be temporarily stored on the web host before being sent to me.