

Reflect Therapy Privacy Notice

In order for me to provide therapeutic / supervisory services, I need to record personal information about you. This includes information such as your name, address, date of birth, age, contact details and brief notes of our work together. All records are stored electronically, password protected, and a code will be assigned.

Your contact details will be used to contact you. Other personal data such as your name, address and date of birth will be used to verify your identity if there is a need to contact your GP, or a request for access to personal data from yourself, or legitimate legal instrument such as a court order. This personal information will be held securely for a period of 7 years from the date of your final attended session.

As a registered member of the British Association of Counselling and Psychotherapy (BACP) I am required to have Clinical Supervision once a month. Where cases are discussed, it is ensured identifiable information is withheld and only a first name used. My supervisors are also ICO Registered and GDPR Compliant.

Information about our work together

Notes may be kept about each session under your unique identifying code. These notes will be brief and a factual record of the session. This set of notes will also include any agreements made with you e.g., cancelled sessions, holidays, changes to appointment times or location. These notes may be shared with a supervisor or Counselling professional body. Information from these notes may be made available to legitimate third parties under the following conditions:

- Receipt of a request from you and where the release of the notes is not judged by the counsellor as likely to cause you significant harm or harm to another person, or to breach the other person's right to anonymity
- Where there is a specific legal requirement for me to do so
- Where there is an ethical duty for me to do so e.g., to avoid serious harm to yourself or another person, including the safeguarding of children or vulnerable adults.

Record of contact between us

Your contact details may be held on my work mobile phone until the counselling relationship ends at which point it will be deleted from the contact list. Texts are held only whilst they are relevant e.g. in connection with your appointments.

Your rights

You have the right to ask to see information held by me about you. To do this please contact me or submit a request in writing. You also have the right to ask that information which you believe to be incorrect is rectified. You will be provided with the information requested within 4 weeks. If your personal information may have accidentally or maliciously been obtained by a third-party I will notify you within three working days, if this is feasible. If you are concerned about the way that your information is being held please discuss it with me. If you are still unhappy you have the right to complain to the Information Commissioner's Office www.ico.org.uk. I confirm that I am registered with the ICO.

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