

Privacy Notice for Unity and Light Therapy

Introduction

The Client's privacy and personal information is extremely important to me and the Client can be assured that I, as the Data Controller, will endeavour to keep personal information safe and secure and use this only for the purpose of our Counselling work together. I am registered with the Information Commissioner's Office and fully comply to current Data Protection Regulation. My Reference no is - ZB598961, my tel no is (07387) 668720, my email address is maxine@unityandlighttherapy.co.uk and my address is - The Coach House, 11 Owler Ings Rd, Brighouse, HD6 1EJ.

Initial Enquiry

When the Client contacts me initially, general information will be entered onto a Consultation Form in order to move forward with the Counselling Process. Details such as - what the presenting issues are in brief, medication / relevant medical history, risk factors, support network, previous Counselling history, and aims for Counselling, are taken. The Client's name will be anonymised by a coded reference. All information is housed in locked, secure storage. After the initial telephone call, the Clients number will be stored on that secure device, and anonymised by the coded reference not the Client's name. If initial contact is made via a secure email address, this will be permanently deleted once a Working Contract and Registration Form have been signed.

First Appointment

During the first appointment, a Registration Form will be completed purely for my own records. This will include - the Client's name, address, date of birth, contact tel no/email address, gender, occupation, GP name, address and tel no, emergency contact tel no/email address, current medications and any previous therapies. This is housed in locked secure storage. A Working Contract will be signed confirming the Client's understanding of how their information is used and stored, alongside how I work as Counsellor, and explanations of Confidentiality, Sessions and Fees, Cancellations, Out of Session Contact, and additional information about my professional registrations. This too will be housed in locked secure storage alongside the Registration Form.

During Counselling

Session Notes

A very brief outline of the main topics only will be noted. These notes are labelled with a code to anonymise the Client. These are housed in locked, secure storage, alongside the Consultation Form, but separate to the Registration Form and Working Contract.

Confidentiality

Everything the Client discusses with me within sessions is confidential. However, in extreme cases, this may have to be breached for the safety and wellbeing of the Client and others or for Legal obligations. Those circumstances are as follows :-

If the Client poses a risk of harm to themselves or anyone else, there is a legal obligation to disclose this to the relevant person or authorities.

If the Client is suspected of child abuse or poses a risk to a Vulnerable adult, there is a legal obligation to disclose this to the relevant authorities.

If I have been ordered by a Court of Law or Coroner, then the minimum amount of information requested will be shared.

If the Client has expressed involvement or knowledge of an act of terrorism or money laundering, there is a legal obligation to disclose this to the relevant authorities.

If the Client discloses an intention or has plans to take their own life, then their emergency contact, gp, or emergency services will be contacted.

If these instances were to occur, where at all possible, I will endeavour to share this breach with the Client beforehand and obtain consent. However, due to the seriousness of certain situations, that breach may have to occur, even without Client consent.

Clinical Supervision

All registered Counsellors are required to attend regular monthly supervision. This is necessary to support learning and practice for both the Client and Counsellor. Casework will be discussed, but personal identifiable details of the client will never be shared to maintain anonymity.

After Counselling

Once Counselling has ended, the Client's records will be securely stored for 7 years before being safely destroyed. Any email history will be permanently deleted.

Your rights

The Client has the right to ask for a copy of any information held about them. If this is the case, I will ask you to put that request in writing to me. Should the Client ever want to make a formal complaint about any personal information stored, you can contact the ICO, which is the organisation that oversees Data Protection in the UK (<https://ico.org.uk>) Should this be the case, I would welcome any suggestions that may improve my current practice, as the

Client's needs are most important to me.

Website Visits

When my website is visited, a third party service - Web healer.net is used to collate visitor's patterns, so I can see the number of visits to my site from a business perspective. The identities of those visiting can not be identified. Personal information entered by a Client while making an initial contact will only remain on the site until I have noted that information, when it will then be deleted. This website is protected by a valid SSL Certificate which ensures a safe and encrypted connection.

