

# 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 **working** 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, **endings, brief notes around Privacy and GDPR**, 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.

**In the event of any sudden illness or incapacitation on my part, a fellow colleague will make contact with the Client to discuss possible continuation or ending of casework, should this be what the Client consents to. This would involve initially gaining access to the Client's personal contact details. At this stage, no other information will be shared without written consent from the Client.**

**It is a requirement of the BACP (British Association for Counselling and Psychotherapy) to appoint a qualified Clinical Executor to act in such an event.**

## 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 **paper** records will be securely stored for 7 years before being safely destroyed **by way of shredding**. **Any email history or contact details stored on relevant devices, will be safely deleted after work has ended.**

## Third Party Disclosure of Personal Information

If Client Sessions are paid for via an employer or any other third party, invoicing may be necessary. Should this be the case, this would involve sharing the Client name. No other information will be passed on or discussed without the Client's written consent.

If payment is made via bank transfer by the Client or third party, the name of the payer will appear on the relevant business bank statement. This will be visible for only the purpose of accounting. Your information will not be used in any other way. Contact details and personal data will not be shared for any type of marketing purposes.

## Your rights

**Under General Data Protection (GDPR) The Client has the right to **request** a copy of any **personal** information held about them.** If this is the case, I will ask you to put that request in writing to me. **For any further information** you can contact the ICO (**Information Commissioner's** @ <https://ico.org.uk>

## Complaints

Whilst all care is taken to protect the Client's personal information, should an occasion for complaint arise, the Client has the right to address any concerns that may be had.

To do this, in the first instance, please feel free to discuss this with me in person, as I work hard to make sure that your needs are being met professionally and ethically. I will welcome and respect your concerns.

Alternatively, I can be contacted via my email address - [maxine@unityandlighttherapy.co.uk](mailto:maxine@unityandlighttherapy.co.uk). Complaints will be acknowledged within 30 days and investigated without undue delay. If at this stage the matter cannot be resolved, the Client also has the right to contact the ICO for further guidance (Information Commissioner's Office) @ <https://ico.org.uk>

## 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.

**The website may contain links to other sites. Should the Client choose to click on to the said links and leave this website, I cannot be responsible for the protection and privacy of any personal information that is shared. The third party site will have their own separate private policy in place which will take precedent. In the same way, should you make contact to this website via a third party site, again, the privacy policy for that site will apply.**

