



## Data Protection and Privacy Policy

1. I, Laurel Griffiths am collecting your name, home address, and email and telephone contact number for the purposes of identifying you, and enabling me to make contact with you both routinely and non-routinely, for example, in urgent or emergency situations, by telephone, text or email, or in less likely circumstances, by post.
2. I will not share your data with any other individuals, agencies, or organisations unless I have a legitimate concern for either your own or someone else's safety and wellbeing. In the rare circumstances that disclosure might become necessary, or be legally required – I will always endeavour to inform you of my intention to do so and wherever practicable, involve you in the decision to disclose. In certain circumstances you may instruct me to share some or all of your clinical records with another counsellor or agency – should this be the case I will approach you to sign a Consent to Third Party Disclosure authorisation form before doing so and involve you in the review of any records held about you, before making the disclosure.
3. In the event that I am taken seriously ill or have a serious accident and am therefore incapacitated and prevented from making contact with you, or if I die during the therapy episode, my nominated colleague, Abbi Jarvis, who is a BACP Registered Counsellor, will be instructed to access my client register (name, email address and telephone number only). This nominated colleague is then permitted by me to contact you to explain my personal situation and to make an offer of support to you. You are at liberty to accept or decline any support offered by her.
4. My computer equipment is password protected. My notes are written on paper and stored in a locked filing cabinet. No other person has routine access rights to my systems or individual clinical records with the exception of the circumstances detailed in 3, above.
5. Unless specific deletion of your records are formally requested by you, all records pertaining to you that are held by me will be retained securely for a maximum of 7 years following the ending of the therapeutic relationship. This is a requirement of my insurance provider.

6. Telephone numbers and any text or app-based conversations between me as the 'data controller' and you as the 'data subject' (hereafter 'us/we both') will be maintained only for the period that we are working together therapeutically, and for 6 months thereafter, following which I will delete any numbers and messages between us. My mobile devices are password protected and biometrically protected.
7. Emails generated between us both will be maintained only for the period that we are working together therapeutically, and for 6 months thereafter, following which I will delete the correspondence.

## General Data Protection Regulations (GDPR)

8. The EU GDPR came into force on 25 May 2018. The Regulations apply to all European states, including the UK. The additional Regulations to the Data Protection Act 1998 will be overseen in the UK by the [Information Commissioner's Office \(ICO\)](#).
10. The GDPR affects how counsellors, psychotherapists and counselling and psychotherapy services (the 'data controllers') store and use sensitive, personal client data (the 'data subjects') and the client's rights to access and request erasure of their data, including when it is held by another person or organisation, such as an IT company (the 'data processor').
11. The recording and use of sensitive personal data require your explicit consent. You will be provided with an opportunity to formally confirm your understanding of your legal rights as the 'data subject' by signing this document.
12. You have the right of erasure. Under GDPR, you the client can ask for your personal data held by me to be erased and to prevent further processing:
  - Where the personal data are no longer necessary for the purpose for which they were originally collected/processed
  - When you withdraw your consent to records being made and held
  - When you object to the processing and there is no overriding legitimate interest for me the counsellor to continue the processing of your data
  - If you believe that your personal data is or has been unlawfully processed by me, the counsellor, in breach of GDPR
  - Where erasure is required as a legal obligation
13. I, the counsellor, can decline to comply with your request for erasure where your personal data is held:
  - To comply with a legal obligation (to retain it) or in the public interest, or the exercise of official authority
  - For public health purposes that are in the public interest
  - In the exercise or defence of legal claims
14. You have the right to data portability. Under the GDPR you can request and reuse your personal data for your own purposes across different services. If I receive a request from you to transfer your personal data, we will provide it in a structured, commonly used and machine readable form, free of any charge to you.

15. You have the right of access. You will have the right to request to see the information that is being held about you. Your request should be made to me, the counsellor, in writing and you should expect to be given access within a calendar month of your request being acknowledged by me, free of any charge to you. If you believe any record held about you to be incorrect or inaccurate in any way then you can ask for it to be corrected. If there is a disagreement between us about the accuracy of any records that we hold about you then an additional note will be added to the record by me to acknowledge your objections to what it recorded about you.

I agree with the terms of this contract:

Signed (client):..... Date:..... Signed

(counsellor):..... Date:.....