

James Holland

Counselling & Coaching

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 the 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 when your counselling or coaching 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
- Your data protection rights.

I would be pleased to talk through any questions you might have about my data protection policy. You can contact me via email.

“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. The registration number is ZB891253.

My postal address is: 34 Whitman Street, Liverpool, L15 0HU.

My phone number is **07565 943 692**.

My email address is contact@jameshollandcounselling.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 explain these below:

If you have had counselling or coaching 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 counselling or coaching, or if you are in contact with me to consider counselling or coaching, 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 that it is for provision of health treatment (in this case, counselling or coaching) and is necessary for a contract with a health professional (in this case, a contract between me and you).

How I use your information

Initial contact

When you contact me with an enquiry about my therapy services, I will collect information to help me satisfy your enquiry. This will include your name, and your contact details including email address and mobile phone number and any details that you choose to share at this stage. 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 7 days. If you would like me to delete this information sooner, just let me know. If you decide to book an appointment, I will complete a Client Intake form, which collects the following information:

- Name, address and contact details including email and phone number
- Gender
- Date of birth
- Employment status/occupation
- Relationship status
- Whether you have children and their ages
- Health information including any regular medication
- Prior therapy/counselling
- GP name and contact information.

While you are accessing counselling or coaching

Please be assured that everything you discuss with me is confidential. However, that confidentiality may be broken in the following circumstances:

- You have given your consent to your information being shared.
- There is reason to believe there is risk or harm to you, another person or to the public.
- If I am required to do so by law.

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 therapy service run smoothly.

These details are kept securely in a locked filing cabinet at my premises and are not shared with any third party.

I will keep written notes of each session and these, too, are stored in a locked filing cabinet at my premises.

For security reasons, I do not retain text messages or email correspondence for more than 7 days after the end of our contact with each other, and these are then securely destroyed. If, however, there is relevant information contained in a text message or email, I will add it to the written notes and this will be securely stored in the locked filing cabinet.

After counselling or coaching has ended

Once counselling or coaching has ended, your records will be kept for 6 years from the end of our contract 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 (e.g. my clinical supervisor, who is a professionally registered therapist). 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 have any identifying information and that they do not use any information they do have in any way other than the task for which they are being 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: ico.org.uk/your-data-matters

If I do hold information about you, I can:

- 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 made 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 for any personal information I may hold about you, please put the request in writing, addressing it to contact@jameshollandcounselling.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 emailing me at the above email address. 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 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 make every effort to ensure it is kept secure. The computer and mobile phone used are password protected and there is a securely locked filing cabinet at my premises.

Visitors to my website

When someone visits my website, I use a third-party service, WebHealer, 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 allow WebHealer 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. WebHealer uses Google Analytics to improve the service to you. Google Analytics is a web analytics service, offered by Google, that tracks and reports website traffic. For more information on the privacy practices of Google, please visit the Google Privacy Terms web page:

<https://policies.google.com/privacy?hl=en>

I use WebHealer as the content management system for the website. You can find out about WebHealer content management system and data protection here:

<https://www.webhealer.net/privacy-policy/>

Like most websites, cookies are used to help the site work more efficiently – find out about the use of cookies.

<https://www.webhealer.net/privacy-policy/>

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.