**GENERAL DATA PROTECTION REGULATION**

**What Data is Collected**

Personal information such as your name, address, telephone number, email, doctors contact details and reasons why you are seeking counselling.

**How we Collect your Data**

When you register online or contact me in person your data is collected and processed. I may also receive your data indirectly via a referral and when you

use or view my website via your browser’s cookies.

**How your Data is Used and Stored**

Your data is used to contact you. Personal details are stored securely, both electronically and in paper format. Confidential notes, coded for added protection, are made after each session and stored in a locked cabinet. One year after your last session all of your contact details will be deleted. However to adhere to guidelines, I will hold your counselling notes for six years after your last session, after which they will be destroyed. It may be necessary to share your data with a third party if I feel you or someone else is at risk of significant harm; this would be discussed with you before hand. I do however have a legal obligation to break confidentiality regarding serious illegal activity.

**Your Data Protection Rights**

You have the right to request copies of your personal information that you believe to be inaccurate. You have the right to request that your personal data be erased under certain circumstances; this includes all information that is no longer necessary to hold, unless there is a legal obligation to do so. You also have the right to object to the processing of personal data under certain conditions. If you request any of the above please allow one month for a response.

**Coronavirus**

Government procedures are in place regarding hygiene measures to reduce any chance of infection including adhering to Track and Trace procedures.

**Contact Due to Emergency**

If I needed to cancel a session but was unable to, due to ill health or an emergency, a trusted colleague would contact you.

**Contacting the Information Commissioners Office**

You have the right to lodge a complaint with the Information Commissioners Office (ICO) if you are not satisfied with how your data has been handled. My organisational name is Josephine Anne Armstrong and my ICO reference number [is A8715964.](https://ico.org.uk/make-a-complaint/)