

# Abbi Bradford Counselling

## Privacy statement

### 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 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 after your therapy 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 am happy to chat through any questions you might have about my data protection policy and you can contact me by email.

I am registered with the Information Commissioner's Office. Registration reference: ZB595536.

My postal address is 45 Cambrian Road, Tunbridge Wells, Kent, TN4 9HJ. My phone number is 07745 285133. My email address is [abbibradfordcounselling@gmail.com](mailto:abbibradfordcounselling@gmail.com)

### 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 have explained these below:

If you have counselling 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 if you are in contact with me to consider counselling, 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 information that you may disclose to me appropriately. This type of information is called 'special category information'. The

lawful basis for me processing any special categories of personal information is consent initially. I will then retain any counselling records in case of the need to reference them in the future (the official legal basis is to defend against potential legal claims).

How I use your information

#### *Initial contact*

When you contact me with an enquiry about my counselling services I will collect information to help me satisfy your enquiry. This will include your name, email address and phone number. Alternatively, your GP or other Health Professional or RightMind may send me your details when making a referral or a 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 3 months. If you would like me to delete this information sooner, just let me know.

#### *While you are accessing counselling:*

I will keep a record of your personal details for administrative purposes along with brief notes of our sessions to help the counselling run smoothly. This information will be kept securely on an encrypted file on my password-protected laptop and will not be shared with any third party.

Rest assured that everything you discuss with me is confidential. That confidentiality will only be broken if you disclose information relating to criminal activity or if you disclose that you plan to harm yourself or another person. I will always try to speak to you about this first, unless there are safeguarding issues that prevent this.

For security reasons I do not retain text messages for more than 1 month. If there is relevant information contained in a text message I will transfer this to an encrypted file on my laptop. Likewise any email correspondence will be deleted after 1 month if it is not important. If necessary I will copy and paste it into an encrypted file on my laptop.

#### *After counselling has ended*

Once counselling has ended your records will be kept for 5 years from the end of our contract with each other. This is a condition of my insurance. At the end of this period hard copy documents will be securely destroyed using a shredding machine and electronic documents will be deleted.

#### *Exceptions*

If I was issued with a police warrant or court order for your information, by law I would have to provide what information I hold, but this would be brief factual records of our sessions only.

## Third party recipients of personal data

To comply with ethical good practice guidelines for counsellors and as part of my duty of care to you I bring my clinical caseload to a supervisor for discussion on a fortnightly basis. Please be assured that your data will be anonymised for this purpose so that you are non-identifiable.

## 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. 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 the 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](https://ico.org.uk/your-data-matters). If I do hold information about you I will:

- 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 [abbibradfordcounselling@gmail.com](mailto:abbibradfordcounselling@gmail.com)

If you have any complaint about how I handle your personal data please do not hesitate to get in touch with me by writing or emailing to the contact details given above. 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](https://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 take every effort to make sure it is kept secure. I use password-protected devices and a locked filing box for hardcopy documents. In the rare occasions that I need to transport notes I use a password-secured document bag.

## Visitors to my website

When someone visits my website, I use the third-party service WP Statistics 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 make, and do not allow WP Statistics to make, any attempt to find out the identity 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.

I use WP statistics so that I can continually improve my service to you. You can read [WP Statistics privacy notice](#) here.

I use WordPress as the content management system for my website – find out about [WordPress and data protection](#) here.

Like most websites I use cookies to help the site work more efficiently – find out about [my use of cookies](#).

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.