

Privacy

Your privacy is important, and I will do all I can to protect your personal information.

From This Day Counselling is registered with the Information Commissioner's Office (ICO)

What personal client data do I hold?

Client contact details (including name, address, phone number and email address), client electronic communications (emails, text messages, messages/facebook messages), client session notes, emergency contact details, GP details.

It is a requirement to keep client notes in accordance with the code of ethics, outlined by the National Counselling & Psychotherapy Society (NCPS), which I am a member of.

How is the information stored?

This information is kept securely via password protected, electronic files.

Session notes are stored securely in paper form which is kept in locked facilities.

I will not share your personal information with any 3rd party (unless in the event of a safeguarding concern which will be outlined in the contract you have with me).

Circumstances in which data may be shared with other agencies:

There are some circumstances where confidentiality can be broken. The limitations of confidentiality are discussed during the initial session with the client and written in a contract that both parties will sign and have a copy of.

Limitations of confidentiality include:

If the client is at immediate risk of substantial harm to self or others.

Under a legal requirement (e.g. terrorism, drug money laundering, The children's act etc)

Summons of clients notes via a court order.

How long are records kept?

I will keep your personal data for no longer than is necessary for the purpose(s) it was collected, including for the purposes of satisfying any legal, regulatory, accounting or reporting requirements. I keep your data for the minimum period considered necessary to resolve any queries, to ensure legal and regulatory compliance, and in line with industry practice. I currently consider this period to be 7 years, unless the law prescribes a longer period.

You can request this information at any time.