**Leila Hancox Counselling and Psychotherapy**

**Privacy Policy**

**My contact details**

Name: Leila Hancox

Phone Number: 07539 052562

E-mail: Leilahancox@proton.me

**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 UK General Data Protection Regulations (GDPR).

This privacy information 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 and
* Your data protection rights.

I am happy to chat through any questions you may have about my data protection policy and you can contact me via the email address or phone number at the top of this privacy notice.

‘Data controller’ is the terms 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 C113 1386.

**My lawful basis for holding and using your personal information**

Under the UK General Data Protection Regulation (UK GDPR), I must have a lawful basis for processing your personal data. When you provide data informally, the data is collected and processed based on your having given Consent. You can withdraw your consent at any time, and I will delete your data.

When we have our first counselling session together, we enter a contract to deliver a service. Data is then collected and processed on the basis of Contract. I **send my contract and privacy statement to you before work begins and issue updates if needed.**

**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 for the defense against potential future legal claims.**

If there is any specific data that you do not want me to keep, please let me know. However, this may affect my ability to offer you an appropriate counselling service.

**How I obtain your data**

In most cases, the data I process is obtained directly from yourself. You are solely responsible for the truth, accuracy and completeness of the information that is provided to me.

**How I use your information**

Here I list the data I might keep about you. It is impossible to have a comprehensive list, and I do not keep all this information for every client. I only record, and save, the information I need.

**Name, age and date of birth**: this helps me get to know you and identify you.

**Address, email address, phone number(s)**: I need this information to contact you.

**Doctor and emergency contact details**: I have a duty of care towards you and, sometimes, might need an emergency contact. I might need to contact your GP if, for example, you were at risk of serious harm. Except in the most exceptional circumstances, I would contact no one without your prior knowledge and consent.

**Health information**: any history of health issues, such as diabetes, epilepsy, ADHD, disabilities etc.
**Medication:** if you are taking medication and what that medication is, prescribed or otherwise.

**Personal details:** in connection to your current presenting issue.

**Session notes**: Counsellors keep brief, factual notes as a record of our work together and for the purposes of supervision.

**Correspondence**: I might store copies of any communication as part of your clinical notes.

**Appointment/attendance/fees**: Appointment, attendance and payment details are required for scheduling, reporting, invoicing and accounting purposes.

**Limits to confidentiality**

What you tell me is confidential within a few limits.

* There are circumstances in which I am legally obliged to disclose information to law enforcement and legal authorities for the purposes of crime prevention, including for the prevention of terrorism and money laundering.
* There are circumstances where I am morally and professionally obliged to disclose information if I have serious concerns about your safety or that of others. I will always try to speak to you about this first, unless there are safeguarding issues that prevent this, and support and encourage you to disclose information yourself if possible.

**Data security**

I take the security of the data you share with me very seriously and as such I take every effort to make sure it is kept secure using strong passwords, encryption, up-to-date anti-virus protection and two factor identification where appropriate. All physical records are stored in a locked filing cabinet. After counselling has ended, your data will be kept for seven years and is then securely destroyed in line with good industry practice and according to data protection legislation.

**Third party recipients of personal data**

I share personal data with third parties where I have contracted with a supplier to carry out specific tasks using computers and/or IT assisted tools. 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 that I share with them. I ensure that they do not use your information in any way other than the task for which they have been contracted. The updated list of these parties may be requested from me at any time.

**Your data protection rights**

I try to be as open as I can be in terms of giving people access to their personal information. You can find out if I hold any personal information about you by making a 'subject access request' under the UK GDPR. You can read more about your rights at ico.org.uk/your-data-matters. If I do hold information about you, I will:

* give you a description of it
* tell you why I am holding it
* tell you who it could be disclosed to
* let you have a copy of the information in an intelligible form

If you agree, I'll try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

**Correcting mistakes**

You can ask me to correct any mistakes in any factual information I hold about you, such as your address, date of birth, contact details etc.

**Erasure**

The UK GDPR also gives you the right to have the data I hold about you deleted in some circumstances. This is called the 'right to erasure' or the 'right to be forgotten'. The right applies in the following circumstances:

* I no longer need your data
* you originally provided consent and have now withdrawn consent
* I have collected your data unlawfully
* I have a legal obligation to erase your data

To make a request for any personal information please put the request in writing addressing it to leilahancox@proton.me. You are not required to pay any charge for exercising your rights. If you make a request, I have one month to respond to you. Before releasing any data to you, I will need to confirm your identity.

**How to complain**

If you have any complaint about how I handle your personal data please do not hesitate to get in touch with me by emailing to the contact details given above. I would welcome any suggestions for improving my data protection procedures.

You can also complain to the ICO if you are unhappy with how I have used your data.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>