



Carol Rushmere Counselling Services

MBACP DIP Couns

General Data Protection Regulation & Data Protection Statement

Reviewed January 2021

Under the General Data Protection Regulations 2018, you have certain rights

- You are allowed to see your notes. This is facilitated by making a formal request.
- Records are kept for 7 years after termination of therapy and then destroyed.
- Having your records amended (change of name and address)
- In the case of clients under 18, records are kept for 7 years after the child turns 18.

Under GDPR, you can request your data to be erased. However, there are exceptions to this.

- In the case of counselling records, insurance companies and ethical bodies ask for records to be available for the period as outlined above.

This is how your data is used

- Your email address is used to confirm appointments if needed and for general communication.
- Your phone number is used to confirm appointments if needed and for general communication, phone numbers are saved on under your assigned code number.
- Your address is used to contact you in writing.
- Your GP's address is used to contact your GP at your request or if there are significant safeguarding concerns.
- Your emergency contact number may be used in the event that a planned session has been missed and the counsellor has been unable to contact you by other means. This may also be used if the counsellor has concerns about your wellbeing and needs to ensure someone is available to look after you.
- Clinical notes which are brief notes are made at the end of each session.
- Assessment information is taken during the initial session / assessment. The information is used to assess any risk, take note of any client goals and to help the counsellor assess what support you are looking for.

How your data is stored

Your name, email, phone number, address and emergency contact number are all stored in a locked cabinet at my premises. A document matching your name to your code number is also stored on an encrypted memory stick which is kept secure at my premises.

Any client notes are stored on an encrypted and virus protected computer system. All notes will be assigned a code number so your name will never be attached to any client notes, this is to protect your confidentiality. **Your information will not be shared with any third party and you have the right to remove personal contact information at any time.**

Should you want Carol Rushmere Counselling Services to delete all contact information please get in touch via: counselling@carolrushmere.co.uk

Carol Rushmere Counselling Services will keep your signed client / counsellor agreement, anonymised notes and first session assessment form for seven years after our final session. After the seven years all information will be removed and disposed of.

Whenever Carol Rushmere Counselling Services remove data it is removed and destroyed securely.

Concerns

If you have any concerns about how I have handled your data, you can complain to the Information Commissioner's Office (ICO): ico.org.uk/concerns

