

# **Helen O’Gorman - Counselling & Psychotherapy**

## **GDPR Privacy Policy**

This document details how your personal data is collected, stored, shared and processed.

I am committed to respecting and protecting your privacy. All your information will be stored safely and securely. I adhere to current data protection legislation. This privacy statement will be regularly reviewed and updated in accordance with the law.

### **My website**

My website is SSL protected and is fully encrypted. It uses cookies to identify you and monitor visits to my webpage.

### **What personal data do I collect?**

The data will be what you provided when making initial contact either through a therapy directory, email or phone call and will generally include:

- Your name
- Your email address
- Your phone number
- Any further information

Upon agreeing to undertake therapy, I will transfer those details to a Client Information Form (CIF) and also request:

- Your address
- Your date of birth
- Your emergency contact name and number
- Your GP information
- Any medical issues and/or use of medication

I also keep:

- Anonymised and coded brief session notes
- Our therapeutic agreement which outlines the terms and conditions of your therapy
- Your contact number on my business phone
- Any emails relating to sessions

### **What do I use this data for?**

Your data will only be used for the purposes of delivering my counselling/psychotherapy services and will only be held while you are using my service. This may include contacting you in cases of emergency medical issues, cancellations, late arrival, legal issues, etc.

### **How do I store your personal data?**

- Paper copies of your personal data and any session notes will be stored in a secure, locked cabinet.
- Any brief, anonymised and coded session notes will be kept on an encrypted storage system.
- Contact number(s) will be stored on my password protected business mobile phone.
- Emails will be on my secure work email server.

### **Confidentiality and Disclosure**

Some circumstances may require me to break confidentiality and disclose your information to other health professionals and emergency services. This will only be done when and where it is deemed appropriate and with your knowledge and consent except in the case of the legal obligations (see the section headed 'Legal obligation').

Possible reasons for disclosing information include, but are not limited to:

- medical emergencies
- safeguarding
- risk of harm to yourself or others
- in relation to acts of terrorism

I will not use or sell your data to third parties without your consent.

In the event of my death or incapacitation, a secure document containing your name and contact details will be passed to my colleague so they can contact you to discuss any concerns and options.

### **Legal obligation**

You will be notified if it becomes necessary to share any of your personal data and/or notes. However, your consent will not be required if this information is:

- subpoenaed by court
- related to illegal or unlawful activities.

### **How long do I keep your information?**

- Should you choose not to continue with therapy after the initial assessment session your information will be deleted and/or securely disposed of within one month.
- If you choose to undertake therapy with me, I will keep your CIF for as long as you are in therapy with me, after which this and your contract will be shredded and disposed of securely.
- Your client notes will be retained for a period of 5 years in accordance with the law, after which they will be disposed of securely.
- Any emails will be deleted after they are no longer needed and your contact number will be deleted from my phone one month after therapy ceases.

## **Your rights**

Although your rights are not definitive, please be aware that you have the right to:

- Request access to see information I hold about you and have a copy in writing. I will provide this within 30 days of a request.
- Request to amend any incorrect information.
- Request refusal of note taking.
- Request to have your information destroyed when it is no longer relevant
- Refuse the sharing of data unless I have a genuine medical, legal or otherwise legitimate obligation.

You have the right to complain to the Information Commissioner's Office if you think your data has been misused. For further information please see: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/> or call 0303 123 1113

## **Contact**

Please feel free to discuss any questions or concerns by contacting me, Helen O'Gorman, on 07918 098 691 or you can send an email to [info@helenogormantherapy.co.uk](mailto:info@helenogormantherapy.co.uk)