Ennig Counselling

PRIVACY NOTICE FOR CLIENTS

In accordance with the General Data Protection Regulation (GDPR), I have implemented this privacy notice to inform you of the types of data I process about you. The Data Protection Bill came into effect on May 25th, 2018. It requires that I notify you of what information I am keeping about you, why I keep it and your rights in relation to that data.

Types of data I may hold:

I may hold some or all of the following types of data about clients, as appropriate:

• Personal details such as name, pronouns, address, phone numbers and email.

• Details of who to contact in the case of an emergency

• Your gender, relationship status and information regarding any special needs or disabilities that you may have e.g. language, physical disabilities, mental health concerns etc.

• Your GP contact details and information relating to any current medication.

Collecting and Storing your Data

Personal data, such as described above, is collected via a details request form, either via the Ennig Counselling website, by email referral or taken from you when we meet. This form is then kept securely in a locked cabinet, separately from any notes I prepare following sessions, to ensure anonymity. Counselling notes are saved on a password protected laptop and are linked to your details request form by a numerical code only. Online meetings and emails will be conducted through the same secure, password protected laptop, to which only I have access.

Lawful basis for processing

The law on data protection allows me to process your data for certain reasons only. I process this data to:

• Enable me to provide you with appropriate services and to meet your particular needs.

• To enable me to contact you as required.

• To ensure that I safeguard you and your individual interests.

Failure to Provide Information

If you fail to provide me with such data, such as your address, in some circumstances this may mean that I am unable to meet your needs and/or keep you safe.

Who do I share your data with?

I do not normally share your personal data directly with anyone.

Conversations with my supervisor are completely anonymous and I never use any identifying elements, such as locations, names, workplaces etc. However, in the event of my death or incapacity, my Supervisor, who is also my clinical executor, would then be granted access to

your personal data in order for her to contact you and advise you of the situation. My supervisor is also bound by an ethical obligation to confidentiality and GDPR.

Please be aware (as recorded under 'Confidentiality' in the working contract), that I may have to breach confidentiality (for example should there be risk of significant harm either to yourself or to others or in the event of criminal or terrorist activity). In which case, I may be obliged to pass your details on to emergency services or other agencies, as appropriate. I will always do my best to discuss this with you, where possible.

You may also wish me to refer you for other services or to contact agencies you are also working with, such as other health care professionals. In such circumstances, we will discuss this and I will obtain your written consent before approaching them.

Protecting your data

I am aware of the requirement to ensure your data is protected against accidental loss or disclosure, destruction and abuse. I have implemented procedures to guard against this such as ensuring online and paper file security as detailed above.

How long do I keep your information for?

I retain personal information as long as I am statutorily obliged to, in most cases 3 years. For further information on retention periods, please see the ICO website: https://ico.org.uk

Automated Decision Making

Automated decision-making means making decisions about you using no human involvement e.g. using computerised filtering equipment. No decisions will be made about you on the basis of automated decision making.

Your rights

You have certain rights regarding your personal data under GDPR:

- The right to be informed
- The right of access
- The right to rectify information
- The right to erase information / to be forgotten
- The right to restrict processing
- The right to data portability
- The right to object
- The right to complain
- The rights in relation to automated decision making / profiling