

Privacy Policy

About This Policy

I understand how important your privacy is. I take care to maintain your confidentiality in accordance with current GDPR (2018) data protection laws and the ethical guidelines of BACP. These guidelines have been set up to protect your confidential material and ensure that your therapist always conducts themselves with professionalism and integrity.

In order to provide you with the best service possible, I will hold your personal contact details and records of your therapy sessions. Please find below important information about how this information will be held and used.

Konfidens

I use the secure, encrypted and password protected practice management platform, [Konfidens](#), to collect and store your personal data.

With Konfidens, I ask for your personal contact information (your name, email address, address and telephone number). Your contact information is stored securely in Konfidens, and can only be accessed by me.

In order to be able to fulfil my duty of care to you, I also ask you for contact information for your GP and elected emergency contact person. These details will be stored securely in Konfidens and will only be accessible to me.

This personal information will be held for the duration of your therapy after which it will be deleted from my Konfidens database.

Please note that I will need to keep a record of your name and client reference number for seven years after the end of your therapy, so that I can respond effectively to any potential requests regarding your clinical notes and treatment. I will never pass on your contact details to any third party organisations for the purposes of sales, marketing or research and will never use your personal data for any purposes other than the administration of the psychotherapy service I am providing to you i.e. to arrange, cancel and rearrange appointments and collect payment for sessions.

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I take brief notes of each session. These are anonymised and are stored within a password protected file within the secure Konfidens system. These notes are for my use only and help to keep a track of the topics being discussed. In line with industry guidelines, these notes will be kept securely for up to seven years after your therapy comes to an end. After this time, they will be confidentially destroyed.

If your sessions are paid for or arranged via a third party, other than payment requests, invoices or receipts, your information will not be shared. Details about what is discussed in your sessions will remain confidential between us. Any other information can only be shared if you provide your written consent.

Zoom for Online Therapy

I use the virtual video chat platform Zoom to carry out therapy sessions online. I have chosen Zoom due to the accessibility and security features it offers. For more information on Zoom's use of your data, I direct you to [Zoom's Privacy Policy](#). You can also read about Zoom's [GDPR compliance here](#).

Acuity Scheduling

I use the online platform Acuity Scheduling to schedule your appointments. Acuity Scheduling complies with UK GDPR through Standard Contractual Clauses and a Data Processing Addendum, though your data is stored on servers in the United States. For more information on Acuity's use of your data, I direct you to [Acuity's data privacy policies](#).

Device

The computer I use for online work is password protected and used only by me. It has appropriate security measures, including firewall and antivirus protection.

Data Usage

I will only use your email address and telephone number to contact you about your appointments. I may also contact you directly via email in order to share information with you that is pertinent to your therapeutic process.

I will not share your information with any third party unless you have specifically requested, given your consent, and signed a *Consent to Disclose* form.

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A *Consent to Disclose* is a form that will be signed by you and I. It lays out what information is to be shared, to whom that information is to be shared, and the purpose of sharing said information.

Recording Sessions

You can record your sessions. However, recordings are considered personal data and as such there are a few considerations to contemplate beforehand.

You must seek my consent; fill out a *Permission to Record* form; and both parties must have copies of the recording(s). Because you will hold personal data of your psychotherapist, be aware that you must also comply with GDPR legislation and you cannot distribute any recording (s) without my consent or hold onto them longer than is necessary.

A *Permission to Record* form is one that is signed by both you and I. It is similar to the *Consent to Disclose* form in that it will detail the period of time over which the sessions are to be recorded, how long both you and your psychotherapist will hold the recording(s), and the purpose of the recording(s).

Withholding Personal Data

Certain information, such as contact details, emergency contact details and your payment details, must be provided to enable me to enter into a contract with you. If you do not provide the required information, this will hinder my ability to provide you access to my services.

Consent

When you book your first session with me, you will be asked to sign this policy agreement via Konfidens to confirm that you consent to the storage and processing of your personal data for the purposes of providing therapeutic services. You are entitled to withdraw this consent at any time and can do so by emailing me.

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Your Rights

Any personal data retained by me is kept in accordance with the GDPR, 2018. Under these guidelines you have the following rights:

1. The right to request access to your data

You can request to view the information that I hold about you (contact details, appointment logs etc.) at any time. If during therapy you would like to see your session notes, please let me know. Should you require a copy of your notes after your therapy has come to an end you can make this request by emailing me.

2. The right of rectification

At any point during your time using my service or during the seven years thereafter, while we retain your records, you have the right to request amendments to your contact details or session notes. This right can be exercised either by speaking directly to me.

3. The right to be forgotten

You can request that I delete and confidentially destroy the information that I hold about you and your sessions at any time. This request can be made by contacting me via email.

Instances where I would not be able to comply with your request are as follows:

- a) It is necessary for me to retain these records to continue providing an effective service
- b) I am compelled to retain these records by a Court of Law
- c) I require these records to establish, exercise or defend legal claims

Breaches of Data Protection

In the event of any breach of my data protection policies, I will notify you and the Information Commissioner's Office (ICO) within 72 hours and will seek to rectify this immediately.

Raising Concerns

Should you have any concerns about my data protection practices, you can raise these directly with me. You can also notify the Information Commissioner's Office. I am registered with ICO under the reference number ZB609575.