



Umbrella Counselling Privacy Policy

Personal information

I collect and process the following information:

- Your name, address, email address and phone number;
- Your GP's name and address;
- Your next of kin / emergency contact name and phone number;
- Details about your mental and physical health both current and historically.

How I get the personal information and why I have it

You provide me with your personal information via email or on the telephone and by completing the forms I send to you prior to the commencement of our therapy sessions. All information given in the sessions will remain confidential in accordance with the British Association of Counselling and Psychotherapy (BACP) Code of Ethics other than under the following circumstances:

- With my counselling supervisor where the same confidentiality agreement exists;
- If there appears to be risk of serious harm to you or others, including children and/or a vulnerable adult, selective disclosure may be judged necessary which would usually occur after prior consultation with you unless there are safeguarding issues that prevent this;
- If any laws are being broken, I will notify the police;
- If requested, I may be required to answer questions to the police or in a court of law. Written case notes made for sessions are usually kept confidential.

To provide you with the best service possible I need to hold your personal contact details and records of your therapy sessions.

Under the UK General Data Protection Regulation (UK GDPR) 2018, the lawful bases I rely on for processing your personal data are contractual obligation and for the provision of health care whilst having therapy sessions. I use legitimate interest as a lawful basis for holding and using your personal information once the therapy has ended.

How I use your information

I will never use your personal data for any purposes other than the administration of the therapy service I provide to you i.e. to arrange, cancel and rearrange appointments. I may email you handouts or links to information which we have discussed during our session.

I will only retain your personal information for as long as is necessary. This is in line with guidance from the Information Commissioner's Office.



How your personal information is stored

Your information is securely stored.

- Notes are anonymous, free of identifying information, not stored digitally, may contain shorthand, and are shredded six years after the counselling ends.
- Contact details are not shared and digitally stored information cannot be connected to notes. These details are deleted once therapy sessions have ended.
- Documentation that includes personal and sensitive personal data are kept securely in a locked filing cabinet to which only I have access.
- Please note that I need to keep a record of your name, date of birth for six years after therapy ends.

Data security

I take the security of the data that I hold about you very seriously. My email account is password protected and mobile phones and laptops used to respond to your emails are password protected and have anti-virus software.

Your data protection rights

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask for copies of your personal information.
- **Your right to rectification** - You have the right to ask to rectify personal information you think is inaccurate. You also have the right to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask to restrict the processing of your personal information in certain circumstances.
- **Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

Please also be aware that there may be a charge for complying with a request if it is deemed to be excessive in nature. Please be aware that in certain situations counsellors may be unable to comply with the above requests. For example, if compelled to retain the records by a court of law.

If you make a request, I will respond within one month to you. Please contact Sue Burchett at info@umbrellacounselling.co.uk or telephone: 07726 152086 if you wish to make a request.



How to complain

If you have any concerns about my use of your personal information, you can make a complaint to me at info@umbrellacounselling.co.uk.

You can also complain to the Information Commissioner's Office (ICO) if you are unhappy with how I have used your data. You can write to:

Information Commissioner's Office
Wycliffe House,
Water Lane
Wilmslow
Cheshire
SK9 5AF.

Helpline number: 0303 123 1113

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

Contact details

Name: Sue Burchett

Phone Number: 07726 15 20 86

E-mail: info@umbrellacounselling.co.uk

Website: www.umbrellacounselling.co.uk