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DATA PRIVACY NOTICE

COUNSELLING CLIENTS, SUPERVISEES, COACHEES AND TRAINEES

Introduction

In order for me to fulfil my responsibilities as a Counsellor, Supervisor, Coach or Trainer I will need to gather, record and use personal information (data) about you, to enable me to provide you with a professional service. The General Data Protection Regulation (2018) requires me to be clear about what happens to this information, how it is kept, including where it is filed, how long I keep it and what your rights are. Your Working Agreement covers some of this information, but this Data Privacy Notice sets it out at greater length and more clearly.

Your personal data – what is it?

Personal data relates to a living individual who can be identified from that data. This will include information such as your name and contact information (including email address and phone number) when you enquire about my services, as well as relevant medical and any previous counselling history that you tell me about, or other personal information that will help me provide counselling, supervision, coaching or training services to you. This will include information that you give me over the phone, face to face, by letter or by email.

How do I process your personal data?

I comply with my obligations by keeping your personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

I use your personal data for the following purposes and on the following legal grounds:

HOW I USE YOUR PERSONAL DATA	THE LEGAL BASIS FOR MY USE OF YOUR PERSONAL DATA
1. To administer and maintain my records and accounts	Necessary for the performance of the agreement with you
2. To enable me to provide a counselling, supervision, coaching or training service to you	Necessary for the performance of the agreement with you
HOW I USE YOUR PERSONAL DATA	THE LEGAL BASIS FOR MY USE OF YOUR PERSONAL DATA
3. To administer your payments	Necessary for the performance of the agreement with you
4. To use relevant sensitive personal data that you give me to enable me to provide a counselling, supervision, coaching or training service to you (examples could be information about your physical or mental health, or, if relevant, your sex life)	Your Consent
5. To inform relevant authorities in exceptional circumstances where there are concerns for you or someone else's safety from serious harm, or if I am aware of serious illegal activity, or recent or current acts of abuse upon a child or a vulnerable adult	Compliance with legal obligation; or Necessary in order to protect the vital interests of the data subject or someone else; or Necessary for the purposes of the legitimate interest of protecting individuals from serious harm, or abuse, or preventing ongoing serious illegal activity.

Sharing your personal data

I will treat your personal data as confidential. All counsellors and supervisors are required to work under the guidance of another counselling and supervisory professional who supervises their work. I will therefore need to refer to your case in supervision, but this will be done without revealing your identity, to maintain strict confidentiality.

In exceptional circumstances I may have an ethical or legal basis for providing information to a relevant authority. An example is where I have concerns about your own or someone else's safety from serious harm, or if I am made aware of serious illegal activity, or if there is any disclosure of any recent or current act of

abuse upon a child or a vulnerable adult. In any of these examples, I may be under an obligation to inform the relevant authorities.

I will discuss any proposed disclosure with you unless I believe that to do so could increase the level of risk to you or someone else.

Any such disclosure would be restricted to relevant information, disclosed to appropriate people or organisations, and for appropriate reasons likely to alleviate the exceptional circumstances.

I will not otherwise disclose your personal data to anyone without telling you, for example, by updating this Privacy Notice.

How long do I keep your personal data?

I keep your personal data for no longer than reasonably necessary for the services requested. For example, if you receive counselling services from me, I keep your data for a period of 6 years from the date of the last counselling session with me. It is then disposed of securely.

Your rights and your personal data

Unless subject to an exemption under the law, you have the following rights with respect to your personal data: -

- The right to request a copy of your personal data which I hold about you;
- The right to request that I correct any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary for me to retain such data;
- Where I have relied on your consent for the processing of your data, you have the right to withdraw your consent to the processing at any time;
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to the processing of personal data (in relation to marketing);
- The right to lodge a complaint with the Information Commissioner's Office. You can contact the Information Commissioner's Office on 0303 123 1113 or via email (see the "Contact Us" page on their website: www.ico.org.uk) or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Transfer of Data Abroad

I do not transfer data outside the UK.

Further processing

If I wish to use your personal data for a new purpose not covered by this Privacy Notice, then I will provide you with a new Privacy Notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, I will seek your prior consent to the new processing.

How I will communicate with you

To provide counselling, supervision, coaching or training to you, I will need to contact you either by telephone and/or by post or email. Such communication methods will only be used to arrange, change or confirm appointments and to send information to you. For security reasons I will not engage in any ongoing communication with you outside of the counselling room.

Contact Details

To exercise all relevant rights, ask any questions, or send me a complaint please in the first instance contact me at the address provided above.

I need your consent to process some of your personal data and I list this below. Please tick the box if you are happy to grant consent.

If you do not consent to me using your sensitive personal data, this will mean that I cannot provide counselling, supervision, coaching or training services to you, or, if you were to withdraw that consent after your counselling, supervision, coaching or training has started, I would not be able to continue to offer that service to you.

You can withdraw your consent by contacting me - see above.

Complaints Policy

I am registered as a Data Controller with the Information Commissioner's Office (ICO). In accordance with UK data protection laws, I process your personal and sensitive health data electronically solely to provide safe, ethical, and professional therapy. Your clinical notes, contact details, and communication history are stored securely using encrypted systems. To comply with my professional indemnity insurance and, your records will be securely retained for 6 years following our final session, after which they will be permanently and securely destroyed. Because of this legal requirement, the GDPR 'Right to Erasure' (deletion of notes) does not fully apply to clinical records.

Your Data Rights & Subject Access Requests (SARs):

You have the right to request a copy of all personal data and clinical notes I hold about you. If you wish to make a Subject Access Request, please contact me in writing. I will provide these records securely. Please note that to protect the privacy of third parties, any identifying information regarding other individuals contained within your notes will be redacted before release.

How to Raise a Complaint:

I am committed to providing a safe, ethical, and high-quality service. However, if you are dissatisfied with any aspect of our work together or how your data is handled, you have the right to raise a concern:

1. **Direct Resolution:** I encourage you to discuss any concerns directly with me first so that we can openly explore and resolve the issue together.
2. **Data Protection Complaints:** If you have a specific complaint regarding how your personal data has been processed, please email me at ken@reachfortheway.com. I am legally required to acknowledge your data complaint within 30 days and investigate it without undue delay. If you remain unsatisfied with my response, you can escalate your data complaint directly to the ICO (ico.org.uk).
3. **Professional Conduct Complaints:** If you believe I have breached professional ethical standards and we cannot resolve the matter directly, you can lodge a formal complaint with my professional regulatory body, the British Association for Counselling and Psychotherapy.

Data Disclosure During Disputes:

Please be aware that if a formal complaint is escalated to a professional regulatory body or a legal civil claim is initiated, I am ethically and legally permitted to share relevant aspects of your personal data and clinical history securely with my professional body and my professional indemnity insurance provider for the sole purpose of resolving the dispute.

I am happy for my sensitive personal data to be used for you to provide me with counselling, supervision, coaching or training services:

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I am happy to be contacted via:

Telephone

☐

Post

☐

Email

☐

Name:

Address:

Telephone:

Email:

SIGNED: DATED: