Privacy Policy

Your privacy is very important to me, and you can be confident that your personal information will be kept safe and secure and will only be used for the purpose it was given to me.

I adhere to current data protection legislation, including the General Data Protection Regulation (EU/2016/679) (the GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

This privacy notice tells you what I will do with your personal information from initial point of contact through to after your therapy has ended, including:

- Why I can process your information and for what purpose I am processing it;
- Whether you have to provide it to me;
- How long I store it for;
- Whether there are other recipients of your personal information;
- Whether I intend to transfer it to another country;
- Whether I do automated decision-making or profiling;
- Your data protection rights.

I am happy to chat through any questions you might have about my data protection policy and you can contact me via [mary@triskelioncounselling.co.uk].

'Data controller' is the term used to describe the person/organisation that collects and stores and has responsibility for people's personal data. In this instance, the data controller is me.

I am registered with the Information Commissioner's Office, registration number: ZB588726.

My contact details

Name: Mary Murphy-Diprose
Address: The Ivies, Kingfield Road, Woking, Surrey GU22 9AB
Phone Number: 07879 314996
E-mail: mary@triskelioncounselling.co.uk

The type of personal information I collect and process:

- When you contact me with an enquiry about my counselling services I will collect information to help me satisfy your enquiry. This will include your name, contact number and/or email address, type of therapy you are looking for, times and days of your availability and what you hope to work on during your therapy.
- Alternatively, your GP or other health professional may send me your details when making a referral or a parent or trusted individual may give me your details when making an enquiry on your behalf.
- If you decide not to proceed I will ensure all your personal data is deleted within one month. If you would like me to delete this information sooner, just let me know.

While you are accessing counselling:
Rest assured that everything you discuss with me is confidential. That confidentiality will only be broken if I think you may be in danger of harming yourself or someone else, or if you express an intent to break the law. I will always try to speak to you about this first, unless there are safeguarding issues that prevent this.

I will keep a record of your personal details to help the counselling services run smoothly. These details are kept securely on password protected devices and in a locked cabinet and are not shared with any third party.

I will keep written notes of each session, these are kept in a locked cabinet.

For security reasons I do not retain text messages or emails for more than 48 hours. If there is relevant information contained in either a text message or email, I will add this to your client notes.

After counselling has ended:
Once counselling has ended your records will be kept for two years from the end of our contact with each other and are then securely destroyed. If you want me to delete your information sooner than this, please tell me.

My lawful basis for holding and using your personal information:
The GDPR states that I must have a lawful basis for processing your personal data. There are different lawful bases depending on the stage at which I am processing your data. I have explained these below:

- If you have had therapy with me and it has now ended, I will use legitimate interest as my lawful basis for holding and using your personal information.
- If you are currently having therapy or if you are in contact with me to consider therapy, I will process your personal data where it is necessary for the performance of our contract.
- The GDPR also makes sure that I look after any sensitive personal information that you may disclose to me appropriately. This type of information is called 'special category personal information'. The lawful basis for me processing any special categories of personal information is that it is for provision of health treatment (in this case counselling) and necessary for a contract with a health professional (in this case, a contract between me and you).

Data Security
I take the security of the data I hold about you very seriously and as such I take every effort to make sure it is kept secure. I use encrypted devices, locked filing cabinet etc.]

Your data protection rights
I try to be as open as I can be in terms of giving people access to their personal information. Under data protection law, you have a right to:

- ask me to delete your personal information;
- limit how I use your personal information, or to stop processing your personal information;

- ask for a copy of any information that I hold about you;
- ask me at any time to correct any mistakes there may be in the personal information I hold about you.
- object to the use of your personal data in some circumstances.

You can read more about your rights at ico.org.uk/your-data-matters.

If I do hold information about you I will:
- give you a description of it and where it came from;
- tell you why I am holding its, tell you how long I will store your data and how I made this decision;
- tell you who it could be disclosed to;
- let you have a copy of the information in an intelligible form.

You can also make a request for any personal information I may hold about you. This request should be in writing addressed to mary@triskelioncounselling.co.uk. You are not required to pay any charge for exercising your rights. If you make a request, I have one month to respond to you.

If you have any complaint about how I handle your personal data please do not hesitate to get in touch with me by writing to the contact details given above. I would welcome any suggestions for improving my data protection procedures.

If you want to make a formal complaint about the way I have processed your personal information you can contact the ICO which is the statutory body that oversees data protection law in the UK. For more information go to ico.org.uk/make-a-complaint.

The ICO's address:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113
ICO website: https://www.ico.org.uk