

Breathing Space Counselling Privacy Policy

This privacy notice applies to the online use of www.breathingspacecounselling.co.uk and to anyone contacting Vitalija Degli Effetti, operating under the name Breathing Space Counselling (referred to as BSC throughout the notice) and/or using the service provided by BSC. The policy explains how BSC may use and secure information provided and collected from visitors of this site and those who engage as clients. By visiting the website, you are agreeing to the contents of this Privacy Notice

My contact details

Phone Number:07393820256

E-mail: info@breathingspacecounselling.co.uk

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 am able to process your information and what purpose I am processing it for
- 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, and
- 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 email or telephone number listed above.

'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.

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).

How I use your information

Initial contact.

When you contact me with an enquiry about my counselling services I will collect information to help me respond to your enquiry. This will include name, email address, phone number and any other information you share in the "message" section. After the initial contact, I may offer a brief phone call or video call, where I may ask for further information, including the reason for your contact, the presenting issue, your current situation, in order to determine whether my service is appropriate for your needs.

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.

Assessment

After the phone call/video call, you may be invited for an initial assessment of which you have no obligation to agree to attend.

At assessment, I will gather further personal details from you. Specifically, these will include your address, date of birth/age, gender identity, cultural heritage, GP surgery, health issues, medication, occupation, family history (including parents, siblings, children), relationship status, past or current issues with food, drugs, and alcohol, psychiatric history, suicidal ideation/attempts, previous/current experience of counselling and criminal convictions.

While you are accessing counselling

Rest assured that everything you discuss with me is confidential. That confidentiality will only be broken if I am legally obliged to do so (for example breaches or suspected breaches of the Children Act (2004), Terrorism Act (2006) or information related to money laundering), or if I believe there is a serious risk of harm to you or another person. I will always try to speak to you about this first, unless there are safeguarding or legal 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 and are not shared with any third party.

Protection of Data

I am committed to taking reasonable steps to protect the individual identifying information that you provide. Once your data is received and made a record of, I will do my best to ensure its security. Steps taken to keep your data secure include: a password-enabled computer with anti-virus software, and paper notes/hard copies are kept in locked storage when not in use. The notes do not include your full name to provide further security of your data.

Duration Data is Held

If you choose at the time not to move forward into assessment after initial contact, I will not hold the contact data you have provided. If you are undecided, I will hold your contact data for one month, after which, contact data will be disregarded.

If you meet for assessment and beyond, all records are kept throughout our contracted work together (except for some emails, voicemails, text messages) and for up to 7 years after the completion of our work. During the 7 years following or at the point of 7 years, any hard copies of data will be shredded, and data held through technology (e.g. emails, text messages) will be deleted from the device they exist on or from the digital place they are stored.

Online Payment

To avoid potential security breaches, there is no facility provided on this site for payments to be made. Once you have engaged with BSC you may decide to make fee payment via BACS. Please be aware that these transactions include your name and will be clearly identified through your personal bank and the banking provider of BSC.

Data transmission over the internet

Please note the transmission of information via the Internet cannot be completely secure. BSC has in place measures to protect your personal data but cannot guarantee the security of data transmitted via the website or by email. Once your information is received, BSC will use procedures (please see 'protection of data') as far as is reasonably possible to prevent unauthorised access.

Your rights

I try to be as open as I can be in terms of giving people access to their personal information. You have a right to ask me to delete your personal information, to limit how I use your personal information, or to stop processing your personal information. I have the exception right to decline your request whilst the data is required for me to practice lawfully & under insurance – please find the example titled “Healthcare Provider” on <https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/individual-rights/individual-rights/right-to-erasure/>

You also have a right to ask for a copy of any information that I hold about you and to 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 it, 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 ask me at any time to correct any mistakes there may be in the personal information I hold about you. To make a request for any personal information I may hold about you, please put the request in writing addressing it to info@breathingspacecounselling.co.uk. If you have any complaint about how I handle your personal data please do not hesitate to get in touch with me by emailing 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.

Additional information for website owners and employers

Visitors to my website When someone visits my website, I use a third party service to collect standard internet log information and details of visitor behaviour patterns. I do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way that does not identify anyone. I do not make, and do not allow the service provider to make, any attempt to find out the identities of those visiting my website.

I use legitimate interests as my lawful basis for holding and using your personal information in this way when you visit my website. No user-specific data is collected by me or any third party. If you fill in a form on my website, that data will be temporarily stored on the web host before being sent to me.

If you would like more information on new data protection guidelines under GDPR as of 25th May, 2018, please visit the Information Commissioner's Office website www.ico.org.uk.

Any changes to this privacy notice will be published on this page.