

Sally Cloke Counselling

Privacy Policy

Privacy Policy - The General Data Protection Regulation

Please take the time to read through the information outlined. At the bottom of this document, I require your consent for our continued work together.

It is my intention that this privacy policy will provide you with an overview of your rights as a client and my responsibility as a therapist.

This policy explains how I use, maintain, and disclose your personal information. It applies to my practice, website, and the services I offer, both online, by telephone and within my private practice.

What personal information I may collect and why:

- Name
- Date of birth and age
- Address
- Email address
- Phone number
- GP's name and contact details
- Childhood overview
- Details of a support network
- Medications
- Emergency contact information
- Counselling history
- Your hopes for counselling

Your personal information is used to help me better understand you and safeguard your privacy. There may be times during our collaboration when we require several methods of contact.

This may be in the case of an emergency or at a time of significant risk of harm to yourself. Your GP/ Emergency details are therefore important to be held. Session notes are kept to help me to identify themes and inform our ongoing work.

How I store your information:

Handwritten notes following a session and personal details are kept securely.

My smartphone is locked and password-protected.

Emails are stored on my laptop and are username and password-protected.

My website does not contain personal details; however, an enquiry from this source will result in an email in my inbox.

Third-party websites may contain content that links. However, I am not responsible for how they collect, store or use information.

- Client Information Request Form (where personal information is gathered)
- A privacy statement is signed by the client or those responsible for parental responsibility.
- Client code
- Client session notes are kept for seven years in line with the Insurance policy. (In addition, until a child reaches 18 and then a further seven years)

What does confidentiality and information sharing mean?

All client information I gather will not be shared with anyone else. However, there are exceptions.

- Supervision: I have regular supervision to ensure I work ethically and with your best interests at heart. My supervisor also adheres to confidentiality and privacy policy.
- My supervisor also holds your first name and contact number in an emergency, such as a health crisis or if I die. You will then be contacted and informed of the situation.
- Emergencies: If I had serious concerns regarding the safety of yourself or others I would in the first instance contact my supervisor. Or if it felt appropriate, your GP / police
- If I disclose an act of terrorism or money laundering, I am required to inform the police.
- If I am called upon by law to share any information

I would like to add that electronic communication is not necessarily secure, so please consider what sensitive information you share through these means. Although I strive to do my best, I cannot guarantee confidentiality.

Erasing your information

All enquiries made electronically will be erased after three months have passed.

All texts and contact numbers will be erased three months after therapy has come to an end.

Any written information I have will be kept for seven years following the end of our work or seven years after a child turns 18. This will be a reference should we work together again.

Your Rights under the General Data Protection Regulation:

To Access: You have the right to request a copy of your personal information, either in paper or electronically, free of charge. You also have the right to ask me to amend any incorrect information.

To be forgotten: You have a right to ask me to erase information I may hold of yours. I would require this request in writing, please. This includes no longer relevant, or you may choose to withdraw your consent. However, I am obligated to do this unless I have a legal obligation to retain the information or remain in line with my insurance policy.

Data Portability: You have the right to receive your personal information and the right for it to be transferred to another party. To adhere to the GDPR, Sally at Sally Cloke Counselling is the 'data' controller.

Accessing your data:

To access your data, please make a request in writing. I will then ask that you sign a disclosure consent form. You will receive the information within 30 days of receipt of your request.

I have read, understood and agree with this privacy policy.

Name: Signed: Date:

I give informed consent to Sally Cloke at Sally Cloke Counselling and other professionals mentioned in this document to use my data as described.

Name: Signed: Date:

I acknowledge receiving a copy of this privacy statement for my records and will refer to it for future reference.

Name: Signed: Date

Are you a parent/guardian signing on behalf of a young person?

Name of child/young person:

Signed: Full name: Date: