

Bluebird Counselling & Psychotherapy Privacy Policy

Our contact details

Name: Sabrina Andrews-Webb

Address: 2 Northumberland Place, Teignmouth, TQ14 8DD

Phone Number: 07746 787792

E-mail: bluebird.counselling@outlook.com

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 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: bluebird.counselling@outlook.com

'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: reference number: ZB558874. My postal address is: 2 Northumberland Place, Teignmouth, Devon, TQ14 8DD. My phone number is: 07746 787792. My email address is: bluebird.counselling@outlook.com

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 consent initially. I will then retain any counselling records in case of the need to

reference them in the future (the official legal basis is to defend against potential legal claims).

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 satisfy your enquiry. This will include your full name, address, date of birth and contact details.

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 thirty days. 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 statutory requirements demand I inform the authorities of specific information. This would be information to do with, or disclosures of, current and ongoing child abuse, where there is a serious risk of a client harming themselves/others and whereby the law demands it: examples are generally covered in the Serious Crime Act of 2007 and include (but are not limited to): murder, manslaughter, rape, trafficking and money laundering. I will always try to speak to you about this first, unless there are safeguarding or legal issues that prevent me from doing so.

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

I will keep written notes of each session, which act as an aide memoire; these are kept in a locked filing cabinet in a locked room.

For security reasons, I will delete any unnecessary text messages or emails that are not relevant or important. Contact details are stored under your Christian name only on a password protected phone.

After counselling has ended: Once counselling has ended your records will be kept for six years from the end of our contact with each other and are then securely destroyed.

Third party recipients of personal data:

I sometimes share personal data with third parties, for example, where I have contracted with a supplier to carry out specific tasks. In such cases I have carefully selected which partners I work with. I take great care to ensure that I have a contract with the third party that states what they are allowed to do with the data I share with them. I ensure that they do not use your information in any way other than the task for which they have been contracted.

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. 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 <https://ico.org.uk/for-the-public/>

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 bluebird.counselling@outlook.com

If you have any complaint about how I handle your personal data please do not hesitate to get in touch with me by writing or 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.

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

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

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 and a locked filing cabinet for handwritten notes.

Visitors to my website: I use a third party service, Webador, 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 Webador 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.