

# Privacy

Elliott Counselling is committed to ensuring that clients' personal data will be handled according to the General Data Protection Regulation (GDPR) law of May 2018. Only Lauren Elliott Vincent has access to the personal information held about clients of Elliott Counselling.

As part of my privacy policy, I will always keep any information provided through this website confidential.

I will not contact you unless you indicate that you would like me to do so e.g. by sending me an email or telephoning me.

I take your privacy seriously and will never share your personal details with a third party, without your permission.

For more information please [contact me](#).

## **What information is stored?**

Elliott Counselling will keep client records which are deemed appropriate to the counselling service provided. Keeping records is a professional responsibility and necessary to facilitate the therapeutic work. Information that may be stored includes:

- Client contact information, name, address, phone numbers, email address, etc.
- Any referral forms received from other agencies or organisations
- GP name and contact number
- Information provided by the client at the initial assessment session, including but not limited to:
  - Marital status
  - Previous counselling or professional support
  - Significant illnesses or health problems
  - Current reasons for seeking counselling
- Records of therapy and supervision sessions
- Video or audio recordings of sessions – only where specific consent has been agreed in advance

## **GDPR Specific Information:**

### **What do you do with contact details made via the website?**

I store email addresses and phone numbers confidentially for the purpose of contact during the time you are in therapy. Once therapy has discontinued your details will be deleted digitally. I keep paper records for a period of 7

years in a locked file which is a requirement of my insurance. Once this period has passed all paper data will be destroyed.

### **How long will you retain it?**

Digital data will be removed as soon as therapy has discontinued. All paper copies shall be retained for 7 years in keeping with my insurance requirements.

### **How and why are you collecting data?**

I collect data for the purpose of the therapy and for communication purposes.

### **How do you want people to let you know if they do not wish for their information to be kept?**

If you choose for your information to not be stored this will impact your eligibility for therapeutic work as Elliott Counselling needs your contact information in order to arrange treatment.

### **Under the data protection law, you have a right to:**

- Make a request to see the information that is being held about you
- Ask for rectification of anything in your client record which you feel is incorrect
- Ask for erasure of any personal information on your file
- Withdraw your consent to keep records at any time\*

\*Note keeping - All notes are kept electronically and paper based, These are stored under password protected files and in locked storage systems to which only Lauren Vincent has access to. The notes are minimal and for supervision purposes, *it is a professional responsibility to keep appropriate records, and that records support and facilitate the therapeutic work; withdrawal of consent for Elliott Counselling to keep records, will, by necessity, likely result in the cessation of counselling work.*



Information Commissioner's Office

## Lauren Elliott Vincent | Elliott Counselling Organisation Privacy Notice

### **Our contact details**

Name: Lauren Elliott Vincent | Elliott Counselling

Address: Choristers House , Chapel Street, Exeter, EX1 1AJ

Phone Number: 07598 986920

E-mail: laurenelliottcounselling@gmail.com

### **What type of information we have**

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- **Dr's Details**

### **How we get the information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- **You have made an enquiry**

We also receive personal information indirectly, from the following sources in the following scenarios:

- **Bark - Online forms that you the client have given permission for them to do so.**

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting **Elliott Counselling 07598 986920**

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We need it to perform a public task.

(f) We have a legitimate interest.

## **What we do with the information we have**

We use the information that you have given us in order to contact you and arrange appointments.

We do not share this information with **anyone**.

## **How we store your information**

Your information is securely stored.

We keep client notes for 7 years. We will then dispose your information by **securely shredding and disposing**.

## **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal data in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [www.elliottcounselling.com](http://www.elliottcounselling.com) if you wish to make a request.

## **How to complain**

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Helpline number: 0303 123 1113