

Linda Coates Counselling

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www.linda.coatescounselling.com



Privacy Policy

I understand how important your privacy is. I take care to maintain your confidentiality in accordance with current data protection laws (GDPR, 2018) and the ethical guidelines of BACP. These guidelines have been set up to protect your confidential material and ensure that your therapist always conducts themselves with professionalism and integrity.

In order to provide you with the best service possible, I will hold your personal contact details and records of your therapy sessions. Please find below important information about how this information will be held and used.

Your personal information

I use the secure, encrypted and password protected practice management platform, to collect and store your personal data. At the point of booking your initial consultation with me, you will be asked for your personal contact information, for example your name, address, email address and telephone number and you may also choose to share details of the issues you are looking for help with.

Your contact information is stored securely in Kiku, (secure, encrypted and password protected practice management platform), and can only be accessed by me.

In order to be able to fulfil my duty of care to you, in your initial consultation I will ask you for contact information for your GP and elected Emergency Contact person. These details will be stored securely and will only be accessible to me.

This personal information will be held for the duration of your therapy after which it will be deleted from my database.

Please note that I will need to keep a record of your name and client reference number for seven years after the end of your therapy, so that we can respond effectively to any potential requests regarding your clinical notes and treatment.

I will never pass on your contact details to any third-party organisations for the purposes of sales, marketing or research and will never use your personal data for any purposes other than the administration of the counselling service I am providing to you i.e. to arrange, cancel and rearrange appointments and collect payment for sessions.

Your rights

Any personal data retained by me is kept in accordance with the GDPR, 2018. Under these guidelines you have the following rights

1. The right to request access to your data

You can request to view the information that I hold about you (contact details, appointment logs etc.) at any time. If during therapy you would like to see your session notes, please let me know. Should you require a copy of your notes after your therapy has come to an end you can make this request by emailing or calling linda@lindacoatescounselling.com 07436911505.

2. The right of rectification

At any point during your time using my service or during the seven years thereafter, while we retain your records, you have the right to request amendments to your contact details or session notes. This right can be exercised either by speaking directly to me or by contacting me in writing.

3. The right to be forgotten

You can request that I delete and confidentially destroy the information that I hold about you and your sessions at any time. This request can be made by contacting me at linda@lindacoatescounselling.com, 07436911505.

Instances where I would not be able to comply with your request are as follows:

1. a) It is necessary for me to retain these records in order to continue providing an effective service
2. b) I am compelled to retain these records by a Court of Law
3. c) I require these records in order to establish, exercise or defend legal claims

Consent

When you book your first session with me, you will be asked to provide a signature to our working agreement to confirm that you consent to the storage and processing of your personal data for the purposes of providing therapeutic services.

You are entitled to withdraw this consent at any time and can do so by emailing me at linda@lindacoatescounselling.com

Breaches of data protection

In the event of any breach of my data protection policies, I will notify you and the Information Commissioner's Office (ICO) within 72 hours and will seek to rectify this immediately.

Raising concerns

Should you have any concerns about my data protection practices, you can raise these directly with me. You can also notify the Information Commissioner's Office. I am registered with ICO under the reference number ZB667589.