



## Counselling Privacy Statement

This statement confirms how I, Tanya Ratcliff, use and protect any information you give to me for the duration of the counselling contract. I am committed to safeguarding and protecting your information. If I ask you for any information, it will only be used according to this privacy statement. I may change this statement from time to time, in line with legislation. I will provide you with an updated statement if this happens.

Please also note that you can ask me for any updated Privacy Statements regarding my practice after we have stopped working together. I will also update my website [www.trcounselling.com](http://www.trcounselling.com) and I would advise checking it from time to time for any updates. This Current Statement is effective from 26th May 2019.

### Your information:

1. I will only use your contact details, email and telephone number to arrange and confirm appointments, using only necessary information.
2. Send you additional and extra information that we may have discussed in session and only with your permission.
3. To contact you if I have a concern about significant harm or risk and if I need to act on any confidential information disclosed.
4. I may discuss our work together with my clinical supervisor, though I will not provide any identifying details so that I can protect your anonymity.
5. As security via email or text cannot be guaranteed, please do not provide any sensitive personal information via this format. If necessary, I will provide you with password protected document using Microsoft word.
6. Please ensure you inform your emergency contact that I hold their name and contact number as part of your contact information. Contact will only be made as part of any escalation of concern of client's health or welfare.
7. Your contact details will be confidentially shared with my nominated clinical executor in the event of my incapacity or death. For the sole purpose of making contact with current clients to offer clinical information and next step options. After this process, all contact information held by them will be destroyed and deleted.

### Storage and management of personal records:

1. From 1<sup>st</sup> July 2020 all client contact information, client notes and appointments will be stored on [Writeupp](#) which is a GDPR compliant cloud-based practice management system. Client information before this date is stored separately in locked cabinets. These will be destroyed and deleted two years after we have finished working together. They may be stored for a longer period if I am required to for legal or business auditing reasons.
2. Text messages and emails will be deleted within one week of ending the Counselling Contract unless they form part of your notes or needed for income tax purposes, where they will be stored for seven years.
3. I will store your contact phone number on my mobile phone, which is password protected, using your initials only, for the duration of the Counselling Contract.
4. I will store your email address in my Gmail account for the duration of the Counselling Contract.
5. I use a laptop-based electronic anonymised coded system to track attendance and payment, this is stored for seven years for HMRC purposes. Appointments are also recorded in a paper diary, which will be destroyed after three years.
6. If HMRC should audit my business accounts, any details contained within my banking records will be visible to them.
7. In the event of my death or incapacity, you shall be contacted by my nominated clinical executor who will have access to your contact details and information only for the duration and sole purpose of carrying out their duties as clinical executor.

### **Your Access to Information:**

1. Unless prevented from doing so for legal reasons, I can provide you with any information I hold about you within one month of receiving a written request form which we can complete in a session if this is appropriate.
2. You can also ask me to change and/or delete any information I hold about you which you feel is inaccurate unless again I am prevented from doing so for legal or business auditing reasons.

### **About me:**

1. I am registered as a Data Controller with the ICO as Tanya Ratcliff, number ZA522768
2. I am registered with HM Revenue & Customs (HMRC) as a sole trader.
3. I have up to date professional indemnity and public liability insurance.
4. I am a registered Member of the British Association for Counsellors and Psychotherapists (MBACP) No. 89727

### **Online Counselling sessions.**

I use Zoom for online counselling sessions, this is an end to end encrypted platform. I will send out a link 12-24hrs before the agreed session time, all appointments will have a unique ID and password for each session only valid for that occasion, please do not share this with anyone. No sessions will be recorded for any reason by client or counsellor. I do not store any contact names or keep any client details on Zoom.

### **Electronic and telephone contact and communications:**

1. Practice Management system Writeupp – please view their policy here: <https://www.writeupp.com/privacy-policy.pdf>
2. My main email contact is a Gmail account – please view Google Privacy Terms and Conditions here: <https://policies.google.com/privacy>
3. My main mobile phone contract is EE – please view the EE Privacy Policy here: <https://ee.co.uk/eeprivacycentre>
4. My website is hosted by Godaddy – please view the Godaddy Data Protection and Privacy Policy here: <https://uk.godaddy.com/agreements/privacy>
5. My website is managed with a Wix content management system – please view the Wix Privacy Policy here: <https://www.wix.com/about/privacy>
6. Online counselling via Zoom - please view the Zoom data Privacy policy here: <https://zoom.us/privacy>
7. Most websites and internet search engines use Google Analytics and I do not have any access to this information.
8. Facebook, Instagram and twitter also track user information, and I do not have access to information about who is viewing my Facebook page, unless you like, comment or request to follow me.

**If you have any questions about the above, please ask me as soon as possible, or visit the ICO website:** <https://ico.org.uk/>

### **Any Concerns or Breach:**

If you wish to complain or have concerns about how I hold your data in any way then in the first instance please contact me, Tanya Ratcliff, the ICO data controller. However, If you have any further concerns which are not addressed, then you should contact:

Information Commissioner's Office ICO at <https://ico.org.uk/concerns/handling/> or call on: 0303 123 1113.

I will report any data breach to the Information Commissioner, and to yourself within 72 hours if it becomes apparent that any data is stolen. ICO Data Controller registration reference ZA522768

**The last updating of this Privacy Policy took place: 23<sup>rd</sup> February 2021.**