



Melanie Charnock  
Psychotherapy and Counselling

## Privacy Policy Notice

### How I use your information:

Melanie Charnock Psychotherapy and Counselling is committed to protecting your privacy. This section describes how I process your personal information in accordance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. It also contains important information about your rights and how to contact me. In my work as a qualified Psychotherapist and Counsellor I act as a data controller.

### Who am I:

I am a sole trader providing people-centred therapy to adults aged 18+, either individually, in couples or groups. I am responsible for collecting and for processing the information that you have provided to me. Processing includes the organisation, retrieval, consultation, use, storing and destruction of information and its disclosure to other parties.

### Types of information I use:

- The types of information I may collect and keep on record about you includes:
- Personal details such as your name, address, contact details
- Physical and mental health conditions
- Family details for example: next of kin information
- Information regarding your lifestyle and social circumstances
- Education and work history
- Details of your GP
- If you provide it, socio-demographic information such as your ethnicity and religion
- With your explicit consent in order to assess the quality and standard of my service I may also obtain video/audio recordings of a one-off session that may indirectly include visual or audio information about you.

### Why I collect your information:

When you provide me with information about yourself and your family, this information is protected and securely stored.

The main reason that your data is used by myself is so that a service can be provided to you. This service will be managed through a contract that we each sign. The key legal basis I use for the processing of the data is that it is a necessary part of the contract referred to above. I also ask for your consent to do so.

The information that you provide is used for the purposes of assessing your needs and for providing a counselling or psychotherapy service to you. The information may be shared with my supervisor who will provide professional advice and feedback to me. I will securely store the information acquired from the counselling or psychotherapy sessions in a locked filing cabinet in a locked cabinet and any data stored online is encrypted and password protected.

In exceptional circumstances, I may need to request further information from your GP or from another other medical professional.

### **Sharing your personal information**

In rare instances, it may be necessary for myself to share the information that you have disclosed to me with further individuals or organisations, for example your GP. Reasons for doing this include, but are not limited to:

- You specifically as me to
- as part of my duty to protect a child, a vulnerable adult, yourself or the public
- for the prevention and detection of a crime
- if I am required to do so by a court of law

I do not transfer your information outside the EEA.

I may also use some of this information for other reasons, such as to:

- maintain records
- respond to any enquiries you make about the services I have provided
- investigate complaints
- meet my statutory obligations
- ensure the accuracy of my records

### **How long will I keep your personal information?**

Any email communication will be deleted one month after therapy has ended. Mobile numbers will be kept on my password protected dedicated work mobile until therapy has ended and then will be permanently deleted.

All other information will be kept for no less than seven years but may be kept for longer and this will depend upon a variety of different factors (e.g. legal rules, insurance requirements, changes to ethical policies, returning clients, etc.).

### **Consent:**

I keep information about you strictly confidential. This means that I store it securely and control who has access to it. I never use or share it for marketing purposes. If I needed to pass information on to a third party for example if I was referring you to another service I would ask for your consent and would clearly state why your information is needed and who it will be shared with. If you agree to your information being shared this will be recorded. Consent will regularly be reviewed to ensure the purposes for processing the information have not changed.

I will only share such information as necessary, and where I am satisfied that the other individual or organisation is entitled to receive it.

### **Right to withdraw consent:**

Where you have provided consent to me to share your information with a specific individual or organisation, you have the right to withdraw your consent at anytime. Should you wish to withdraw your consent please let me know and send a written request to myself as the Data Protection Officer at the email address below:

## **Keeping your information safe:**

I am committed to taking all reasonable steps to ensure I maintain the confidentiality and security of personal data for which we are responsible, whether electronically or on paper.

I undertake annual data protection training and work in line with the UKCP codes confidentiality, conduct and ethics.

Your rights:

- you have a number of rights regarding your personal data, including the right to:
- be informed why and how we process your data
- request a copy of the information held on you
- have any incorrect information updated and put right
- deletion of information once I have no legal right to hold it
- restrict processing in certain circumstances
- object to unwarranted processing
- ask me to transfer your personal information to another individual or organisation

If you believe that information I hold about you is incorrect, or if you have concerns about how I am handling this information, please contact me.

If you wish to have your personal information deleted, please let me know and I will take reasonable steps to remove it unless I need to keep it for legal, insurance, auditing, internal risk management or archiving purposes.

If you would like further information, then please contact me.

Melanie Charnock – Data Protection Officer

[melcharnock5064@gmail.com](mailto:melcharnock5064@gmail.com) - 07881740331

You can also refer to the Information Commissioner's Office website at <https://ico.org.uk/>. Their website explains your rights in relation to the information I hold.