

## Amy Day

# Privacy notice for clients & supervisees

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 the supervisory or therapeutic relationship has ended.

### Contact details

Telephone: **07830347085**

Email: [amyday1981@outlook.com](mailto:amyday1981@outlook.com)

### Registration with the Office of the Information Commissioner

I am registered with the OIC, registration number ZB831058. I will notify the OIC should a breach occur in my systems. If you are unhappy with how I have dealt with any of your information you can make a complaint to the OIC: [www.ico.org.uk](http://www.ico.org.uk).

### What information I collect, use, and why

I collect or use the following information to **provide and improve services for clients**:

- Names and contact details
- Addresses

## Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis I rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [You can read more about this right here.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact me using the contact details at the top of this privacy notice.

I have explained the different lawful bases I have for processing your personal data below:

- If you have had therapy or supervision 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 supervision or if you are in contact with me to consider therapy or supervision, 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**

When you contact me with an enquiry about my counselling or supervision services I will collect information to help me satisfy your enquiry. This will include name, contact details and address. 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 one month. 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 I believe you to be at risk of serious harm or have a safeguarding concern. I will always try to speak to you about this first, unless there are safeguarding issues that prevent this.

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

I will keep written notes of each session, these are kept securely on my computer with password protection. Any physical notes are kept in a locked cabinet.

For security reasons I do not retain text messages for more than one week. If there is relevant information contained in a text message I will make a note and keep it securely on

my computer or in a locked cabinet. Likewise, any email correspondence will be deleted after one week if it is not important. If necessary I will password protect any information that needs to be kept.

### **After counselling has ended.**

Once counselling has ended your records will be kept for 5 years from the end of our contact with each other and are then securely destroyed. If you want me to delete your information sooner than this, please tell me.

### **The lawful bases for the collection and use of your data**

The lawful bases for collecting or using personal information to **provide and improve products and services for clients** are:

- Consent - I have permission from you after I gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – I have to collect or use the information so I can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

### **Where I get personal information from**

- Directly from you

### **How long I keep information**

In accordance with my indemnity insurance I keep your information for 5 years from the end of counselling or supervision.

### **How to complain**

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

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

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>