

Privacy Policy

The General Data Protection Regulation (GDPR) is concerned with the personal information about you that I collect, store, and share. This page details my GDPR policy.

Please take a minute to read through this statement of legal and ethical requirements of practice regarding data protection and transparency of information storage and usage.

HOW AND WHAT INFORMATION IS COLLECTED.

The following is collected from either from the online enquiry form or the initial contract on our first meeting. Once the information has been scanned into secure password protected electronic and coded files all paper records are immediately destroyed.

- Name, Gender (or preferred identity), Age, Date of Birth, Address, Telephone/SMS number (plus permission to send SMS & leave voice message), Email address, Counselling History, Medical conditions relevant to counselling, Prescribed medications, Difficulties, Session summary.

SECURE STORAGE

Your personal information is stored securely and confidentially, either electronically, using codes with password protection. The data collected is used to enable effective communication during the therapeutic process and to enable address any legal issues such as defending litigation. It is used in a safe and ethical manner and is in line with EU General Data Protection Regulations (GDPR) May 2018.

- Paper: Counselling contract and CORE assessments forms are scanned to electronic format and then destroyed immediately and held in password protected files thereafter.
- Email/SMS/WhatsApp: your email address and correspondence will be stored in my email account currently Gmail) by nature of you contacting me. Your telephone number may be stored in my SMS or WhatsApp app should we exchange messages this way. Electronic correspondence will also be held by the corresponding app (Gmail, Phone's SMS, WhatsApp).
- Website: none of your personal information is stored on my website, the email being forwarded immediately to my Gmail account for the purposes of our initial contact.

SHARING INFORMATION

It may become necessary to share your data with a third party if I feel you, or someone else close to you, is at risk of significant harm. Unless the risk is imminent, this will be discussed with you before appropriate disclosure. I do have a legal obligation to break confidentiality in compliance with a court order, concerns over child protection and information or knowledge regarding fraud, drug trafficking or acts of terrorism.

Your contact details are held securely for up to 3 years after the therapeutic process has ended and session notes will be held securely and confidentially for 3 years after the therapeutic process has ended, at which point they will be deleted or destroyed accordingly.

RIGHT TO ACCESS

You have the right to ask for a copy of your personal information, free of charge, in an electronic or paper format. You also have the right to ask me to amend or change any incorrect information about you. This will be provided within one month of receipt of a written request.

RIGHT TO ERASURE

You have the right to ask me to erase any information that I hold about you. This includes your personal information that is no longer relevant to original purposes, or if you wish to withdraw consent. In all cases and when considering such requests, these rights are obligatory unless it is information that I have a legal obligation to retain.

DATA PORTABILITY

As the client, you have the right to receive your personal information which you previously provided, and have the right to transfer that information to another party. For the purposes of the General Data Protection Regulations (GDPR) May 2018, the data "controller" is Dominic Quinn.

INFORMED CONSENT AND AGREEMENT

You will be asked to sign a summary of this policy to confirm that you have read it and agree with the recording and handling of your personal information during our initial session to confirm you are happy with the way your personal information is being collected, stored and used.

CONCERNS

If you have any concerns about this data policy, please contact me using the email facility on the website at:

<http://lakestherapy.co.uk/index.php/dominic-quinn>