



Lorna Rowson | Find Your Voice Counselling

Privacy Policy

Your privacy is very important to me and you can be confident that your personal data will be kept safe and secure and will only be used according to this policy.

There are eight pages in this document. As your explicit informed consent is an important part of how I process your data, it is a requirement that you are okay with this policy before we start working together. However, **you do not have to read it all now unless you want to and are able**. We will go through it in our first session together. There is a summary page on the second page of this document.

Once you have understood and accepted this policy, I will ask you to send an email to findyourvoicecounselling@gmail.com confirming this.

This policy covers:

1. The role of the data controller, the ICO and current legislation
2. How I process (collect and store) your data
3. What data I collect and how long I will store it for
4. Why I process, and why I am allowed to process, your data
5. Your data protection rights
6. What happens to your data if I am taken ill or otherwise incapacitated

A summary of the key points is included on the next page.

I am happy to talk through any questions you have about this policy. Please call me on 07572 640109 or email me: findyourvoicecounselling@gmail.com.

Jurisdiction

This agreement, and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims), shall be governed by and construed in accordance with the law of England and Wales.

A summary of this policy is as follows:

- I am the data controller for your data. I conform to all current legislation including the GDPR (General Data Protection Regulation). I am registered with the Information Commissioner's Office (ICO). **See Section 1 for more details.**
- The data I collect and store must be accurate, limited to what is necessary, and only stored for as long as is necessary. It must be securely stored and I must tell you exactly what I am storing, and how and why. **See Sections 2 and 3 for more details.**
- There are a number of specific reasons why it is necessary to process (collect and store) your data and I am required to explicitly state what these are. **See Section 4 for more details.**
- You have a right to see, amend and request that I delete any data I hold for you at any time. Sometimes this request may be denied if there is a lawful basis (other than your consent) for keeping it. **See Section 5 for more details.**
- I have a Clinical Will in place to ensure continuity of client care, data protection and safeguarding, in the event that I become incapacitated. **See Section 6 for more details.**

1. The role of the data controller, the ICO and current legislation

The role of the data controller

'Data controller' is the term used to describe the person/organisation that collects and stores and has responsibility for people's personal data. In this instance, the data controller is me.

The Information Commissioner's Office (ICO)

I am registered with the Information Commissioner's Office (registration reference ZB909489). This is because I control data in an electronic format and additionally because I am likely to collect special categories of personal data (for example race/ethnicity, sexual orientation, political or philosophical beliefs).

My email address is: findyourvoicecounselling@gmail.com

My mobile number is: 07572 640109

Please note that my address is withheld on the ICO register in order to protect my privacy, because it is my home address and I do not work from home.

Current legislation

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.

2. How I process (collect and store) your data

Here is a summary of how I process your data:

- I use three removable computer drives (personal information, session notes, backup) with encrypted file systems on them
- I also hold a copy of all your data (in their encrypted format) on a dedicated Google Drive as part of my Clinical Will (See Section 6).
- Only I and my Clinical Will Executors (See Section 6) can access your data
- Your personal information and your session notes (See Section 3) are encrypted separately
- All drives are stored in a fireproof lockable safe at my home overnight and on my person or locked away at all times when I'm working elsewhere.
- My backup drive is kept in the safe at all times.

Data is processed at various stages of our engagement. In Sections 3 and 4, I will explicitly state how my policy applies to each of the following stages:

- during any initial conversations we have
- during the course of our work together
- after our work together has finished

3. What data I collect and how long I will store it for

The data I collect and store is limited to:

- Your personal information (full name, date of birth, postal address, email address, contact number)
- Details of your emergency contact(s) (full name(s), contact number(s))
- Your GP's details (contact name if applicable, contact number)
- Things we discuss during sessions ("session notes")
 - NB this may include special category personal data as defined by the GDPR Article 9(2): data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation

During any initial conversations we have

During any initial contact we have, I will collect your personal information and potentially some special category personal data. If we do not then begin sessions together, I will securely destroy this information within 6 months of our last contact.

During the course of our work together

During our work together, I will continue to hold your contact details, and those of your emergency contact and GP, and also collect and store session notes.

After our work together has finished

I will securely destroy any emails, phone call data and other non-relevant messages once they are no longer required to deliver the contract. Your name, date of birth and session notes will be wholly transferred to my backup/Clinical Will locations, and will be securely destroyed after 7 years from the end of our work together.

4. Why I process, and why I am allowed to process, your data

The GDPR sets out six reasons (“lawful bases”) that allow processing (collection and storage) of personal data. Detailed information on all six can be found here:

<https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/lawful-basis/>

I am required to satisfy at least one basis for processing general data. The bases relevant to this policy are as follows (lettered per GDPR Article 6):

- (a) Consent - you have given clear consent for me to process your personal data for the stated purposes
- (b) Contract - writing session notes and maintaining up to date contact details is necessary to meet the terms of our contract, the aim of which is for us to work together in the most productive way
- (f) Legitimate interest - I have a legitimate interest to process data if a new enquiry is received, in order to best satisfy that enquiry. My insurance company and I both have legitimate interest in retaining your session notes after our sessions have ended in order to establish or defend future legal claims.

I am further required to satisfy at least one additional basis for processing special categories personal data. The bases relevant to this policy are as follows (lettered per GDPR Article 9(2)):

- (h) Provision of Health Care

During any initial conversations we have

The lawful bases that apply during this stage are Consent, Legitimate Interest, and Provision of Health Care

During the course of our work together

The lawful bases that apply during this stage are Consent, Contract, Legitimate Interest and Provision of Health Care

After our work together has finished

The lawful bases that apply during this stage are Consent, Legitimate Interest and Provision of Health Care

5. Your data protection rights

I will be as open as I can be in terms of giving you access to your personal data. You have a right to ask me to delete your personal data, to limit how I use your personal data, or to stop processing your personal data. You also have a right to ask for a copy of any information that I hold about you and to object to the use of your personal data in some circumstances. You can read more about your rights at:

<https://ico.org.uk/for-the-public/>

If I hold information about you I will:

- give you a description of it and where it came from
- Tell you why I am holding it, how long I will hold it for, and why
- Tell you who it could be disclosed to
- Let you have a copy of the information in an intelligible form

You can also ask me at any time to correct any mistakes there may be in the personal data I hold.

To make a request for any personal data I may hold about you, please put the request in writing to findyourvoicecounselling@gmail.com (**please do not include any sensitive data in your email**).

If you have a complaint about how I handle your personal data please get in touch with me by email. I would welcome any suggestions for improving my data protection procedures.

If you want to make a formal complaint about the way I have processed your personal data you can also contact the ICO, which is the statutory body that oversees data protection law in the UK. My ICO registration number is ZB909489. For more information go to:

<https://ico.org.uk/for-the-public/how-to-make-a-data-protection-complaint/>

6. What happens to your data if I am taken ill or otherwise incapacitated

In the event that I am taken ill or otherwise incapacitated, I have a Clinical Will. If enacted, my two Clinical Executors (CEs) will be securely given your personal information in order to let you know what has happened and keep you informed on matters relating to your data. They will also be given your session notes to store, as the requirement to retain these for seven years after our final session applies even if I am incapacitated or if I die. Both CEs are members of the BACP and fully compliant with the GDPR.

As part of my Clinical Will, each CE is assigned different tasks, but they are both authorised to carry out all tasks should one CE be unable to carry out their duties.

My primary CE is my clinical supervisor, who will contact you to explain the situation. They will be responsible for storing your data and deleting it in accordance with the timescales outlined in this policy. They will become the data controller for your data.

My second CE is a fellow counsellor, and they will have responsibilities relating to business admin, which are outside the scope of this policy as they do not concern your personal data. However, they may also support my clinical supervisor in their tasks, should that be necessary.

I have a robust and secure system in place for enacting my Clinical Will, which ensures that a) only my CEs will have access to your data, and b) they will not have access to it unless my Will has been enacted.

If you would like more information about this, please ask me.