

# **PRIVACY POLICY**

## **Who Is Collecting Your Data?**

I, Lynn Rees, only collect personal data for agreed purposes and I am strongly committed to protecting the personal data of clients. I am registered with the Office of the Data Protection Commissioner and follow GDPR guidelines.

## **The information I hold about you may include:**

- Your name, address, contact details and your next of kin.
- Your history, assessment and current mental/emotional health status.
- Details about any correspondence I have had with you.
- Details of the service and the therapeutic treatment you have had in session.

When collecting and using personal data, my policy is to be transparent about why and how I process personal data. Please find out more by reading the statements below.

## **Personal data I receive about you from external sources:**

I may receive information about you from other people in order to deliver my services to you. This could include but is not limited to:

- Information from an employer or Health Insurer
- Information from search engine providers or analytics providers
- When you are named in the client form as a dependant requiring our services
- When I obtain medical reports
- When I liaise with your family, employer, health professional or other treatment/benefit provider.

In all these instances I will always endeavour to inform you that I will be doing this and seek your permission.

## **Securing your personal data**

I hold ICO certification confirming I implement the standard security measures to ensure the secure management of your personal data. This includes appropriate physical, organisational and technical measures to safeguard your information. I regularly review these measures to ensure the safety of your data. I adopt industry standard security protocol to ensure sensitive information is under encrypted protection.

## **How we use your personal data:**

- Personal data you give me – You may give me information about you when you request an appointment or enquire about my services

- If you request information about any of my services
- If you book an appointment or if you enter into a therapeutic contract with me
- If you submit a query via social media
- Brief summary notes recorded by your therapist are kept anonymous and in a locked cabinet
- Feedback you give to me regarding my services
- Recordings of sessions for educational or research purposes. Your specific consent will be obtained in these instances

I collect information about you to process your order, manage your account and to email you about other products and services I think may be of interest to you. I use your information collected from the website and landing pages to personalise your repeat visits to the website.

### **How we use other sensitive data:**

Counselling/Psychotherapy is confidential and information will be held between myself and my supervisor. There are however, some exceptions where confidentiality may be broken – If the client expresses intended or actual harm to themselves or others (The Terrorism Act, The Drug Trafficking Act and The Children Act) when I am legally obliged to do so by a court of law. I may also share your information in cases of referrals to GPs or other mental health professionals. In all these circumstances the I will endeavour to discuss issues with you before any decision is taken.

### **Third Parties**

None of your information will be passed on to third parties.

### **Marketing**

Occasionally I would like to send you information about products and services which may be of interest to you.

When you opt in for a complimentary or paid product or service you also consent to be added to my mailing list. If you have consented to receive marketing, you may opt out at a later date by unsubscribing from the email list. You have a right at any time to stop me from contacting you for marketing purposes.

### **Access To Your Information and Correction**

You have the right to request a copy of the information that I hold about you. If you would like a copy of some or all of your personal information, please email me at [lynn@cardiffcounsellingservices.co.uk](mailto:lynn@cardiffcounsellingservices.co.uk)

### **Changes to Our Privacy Policy**

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 30<sup>th</sup> April 2020.