

Totnes Carers Counselling

Information and privacy notice



Totnes
Carers
Counselling

Why we record and store your personal information

There is some personal information that we need to hold in order to provide our service to you. We aim to keep the information we record to a minimum. You will be asked to sign this form before your counselling begins to show your agreement to us keeping your information.

The information we record and how we store it

For each of my counselling clients I record the following:

What	How
Information gathered from you by 'phone by the service manager	On paper. Stored in a locked filing cabinet. Held by service manager.
Email address	In the email contacts folder of your counsellor's and the service manager's computers, accessed only by them. This is deleted after contact with you ends. Access to these computers is password protected.
Telephone number	In the contacts folder on dedicated business mobile 'phones held by your counsellor and the service manager. Access to 'phones is protected by pass codes.
Name and client reference number	On a paper list stored separately from other client details. Stored in a locked filing cabinet. Held by service manager
Payment records	On the service manager's computer. Password protected
Session notes	On paper, anonymised (reference to you and other individuals is made using initials) and handwritten. Stored in a locked filing cabinet. Held by your counsellor
Text messages	On dedicated business mobile 'phones held by your counsellor and the service manager
Email from you	Saved to a specific folder on computers as detailed above. Deleted after one month.

How we use the information we store

Contact information enables us to communicate with you between counselling sessions. We record details of your GP surgery in the unlikely event that we judge it to be in your interest to take action to ensure your safety. Session notes help your counsellor to remember and reflect upon what you have shared with them, thereby enabling them to work with you as effectively as possible.

How long we store information for

Information that we store electronically will be deleted within one month of our service to you ending. We keep paper records for six years. This is to enable us to refer back to previous work if you return to us and to respond to any complaints or other issues that might arise after our work has ended. If a

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client asks us to delete/destroy records within these time periods we will do so, with the exception of payment records, which we need to keep for tax purposes.

Sharing information with third parties

As a member of the British Association for Counselling and Psychotherapy (BACP) or the National Counselling Society (NCS) your counsellor is required to receive regular supervision of their work. This involves them discussing with their supervisor what you share with them. In doing so they do not mention your name or any other details which might enable their supervisor to identify you.

We will share your personal information with a third party if you ask us to do so or if we agree that doing so would be in your interest. When possible, we will share this information in electronic form copied to the client.

We may share information with relevant authorities in order to ensure the safety of children or vulnerable adults. We will also share information if legally required to do so e.g. if that information relates to drug dealing, money laundering or terrorism or if a subpoena is issued requiring your counsellor to submit their session notes to court.

Clients' access to information, correction of inaccuracies and concerns about our data management

If you ask us for a copy of any of your personal information we will do so within 30 calendar days. In the case of session notes or other records held on paper these will be a PDF copy. We will make no charge for meeting any reasonable request for access to information. If you believe that we hold information relating to you that is factually inaccurate we will correct it at your request. If you believe that we are managing your information incorrectly you have the right to complain to the Information Commissioner's Office.

Information breaches

If we have any reason to believe that your information has been accessed without authorisation we will:

- inform you as soon as we are able and agree actions you would like us to take for your protection
- report the matter to the police, if appropriate
- take any necessary action to protect other information that we hold

Client

Address

Email

Phone 1

Phone 2

I agree to my information being recorded and stored as detailed above

Signed..... Name..... Date.....