

# Privacy Policy

## Jenny Biglands Counselling

I am committed to respecting your privacy, adhering to the GDPR protocols and being registered with the ISO (reference Z2593709). The following policy explains why and how I process your data, how I keep it safe and secure and the rights that you have regarding the data I have collected.

### **WHAT INFORMATION I COLLECT AND WHY I COLLECT DATA**

- Contact details to arrange and manage appointments
- Emergency contact details/Next of kin in case of an emergency (please make sure that you make them aware that these details have been passed on to me)
- Any medical details that are important for me to know to provide a safe environment for working, including GP name and practice.
- Background information relating to any important past events or previous support as these may affect decisions regarding the current counselling contract.
- Notes for aide memoire

### **HOW I COLLECT AND STORE DATA**

I collect data from our sessions together and conversations either by phone, in person and any correspondence by email. I also collect information through online and/or paper forms.

### **HOW LONG I KEEP INFORMATION FOR**

I Keep notes and records for 7 years. Information will be securely destroyed at the appropriate time.

### **SHARING INFORMATION**

I do not normally share information unless one of the following exceptions applies.

- As a necessary part of providing a service
- If I believe you or someone else is at serious risk of harm.

- As a necessary part of ensuring I comply with legal and/or ethical obligations, e.g. safeguarding concerns or reporting criminal activity.

I may on occasion use material gathered from my work for publicity, research or publication. All information shared will be kept anonymous and you have the right to opt-out if you do not want to have your data used in this way (see the section on your rights).

I have an executive will in place in case I am unable to continue offering counselling without any warning i.e. in the case of serious injury, illness or death. In these circumstances another professional counsellor will have access to my notes and contact details to inform individuals I am working with of the situation and offer some advice regarding next steps.

## **KEEPING DATA SECURE**

Any physical data that I collect is either stored in a locked filing cabinet or box. Personal data that I have received by e-mail is stored on devices that are password protected. Online forms and notes are stored on a secure GDPR compliant platform.

Please note, whilst I have intentionally taken steps to provide a high level of security compliant with the guidelines and laws relating to GDPR I cannot fully guarantee the protection of data.

## **YOUR RIGHTS**

You have a right to;

- Ask me to correct any information I have about you which is inaccurate or incomplete.
- Request a copy of the information I have about you.
- Ask me to delete any of your information which is no longer needed for the purpose we collected it. This will be deleted unless I have a legal or regulatory duty to retain it.
- Lodge a complaint with the *Information Commissioner's Office* if you have any concerns about how we are using your information. You can do this via their website, <https://ico.org.uk/concerns/> or by calling their helpline 0303 123 1113.
- Opt-out of having your data used for research and publicity purposes by stating this on the signed agreement contract.

## **HOW TO CONTACT ME**

If you have any concerns or would like a further conversation regarding this policy, please e-mail me at [jennybiglands@proton.me](mailto:jennybiglands@proton.me)

## **MONITORING & REVIEWING**

So that my policies and procedures remain effective and fit for purpose, I monitor and review them regularly - access to this privacy policy and any amendments can be requested by e mail or is available on my website at [www.jennybiglands.com](http://www.jennybiglands.com)