

# Djc Counselling

## DATA PROTECTION

You can find a summary of my Data Protection policy on my website and in my contract.

Below you will find a detailed description of my Data Protection Policy.

Your privacy is very important to me, and you can be confident that your personal information will be kept safe and secure and will only be used for the purpose it was given to me. In my counselling practice, I only gather information to contact you.

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.

This privacy notice tells you what I will do with your personal information from the initial point of contact to after your therapy has ended.

- Why am I able to process your information, and what purpose am I processing it for?
- Whether you must provide it to me
- What do I store, and how long do I store it for
- Whether there are other recipients of your personal information
- Whether I do automated decision-making or profiling
- Your data protection rights.

I am happy to chat through any questions you might have about my data protection policy, and you can contact me via email or telephone.

‘Data controller’ is the term used to describe the person who collects, stores and has responsibility for people’s data. In this instance, the data controller is me.

I am registered with the Information Commissioner’s Office registration number 00010699230.

Djc Counselling. My phone number is: 07359 852889

My email address is: [info@djccounselling.co.uk](mailto:info@djccounselling.co.uk)

**Why am I able to process your information and what purpose am I processing it for**

If you are currently having therapy with me or are in contact with me to consider therapy, I will process the data I need to contact you. GDPR also makes sure that I look after any sensitive personal information that you may disclose to me appropriately.

**Whether you have to provide it to me**

You are not obliged to provide me with your personal information, but it will be difficult for me to contact you otherwise.

**What do I store and how long do I store it for**

I store your name, address and telephone number in a card index box that is securely locked away. I store your mobile number in my phone and your email address. After we finish working together, I will wait a month before I delete your mobile number from my phone and all traces of messages. I will shred the card in the card index box. If you get in touch at a later date for more counselling, I will need to gather your data again.

I also store and keep very short and brief session notes. These are held securely within my GDPR-compliant, fully encrypted, password and 2FA online admin portal. These notes will be held for 7 years as required by law. You have a right to see your notes at any time. I will never disclose your notes to anyone.

**Whether there are other recipients of your personal information**

There are no other recipients of your personal information. Very occasionally, I may pass your telephone number to another professional to whom I may refer you. You would be fully informed beforehand of this interaction.

**Whether I do automated decision-making or profiling**

I do not use automated decision-making or profiling.

**Your data protection rights**

You have a right to ask what information I hold about you. You have a right to ask to see the information I have on you. I will be open to sharing all that I have with you. You can correct any mistakes that may be in the personal data I have on you.

To request the information I have on you, please put this request in writing. I will aim to respond to your request as quickly as possible.

## **Website Data**

When someone visits my website, I use a third-party service, Webhealer to collect standard internet log information and details of visitor behaviour patterns. I do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way that does not identify anyone. I do not make and do not allow Webhealer to make any attempt to find out the identities of those visiting my website.

Like most websites, my website uses cookies to help the site work more efficiently. No user-specific data is collected by me or any third party. If you fill in a form on my website, that data will be temporarily stored on the web host before being sent to me.

Finally, please be aware that if you bring a device such as an iPhone/Android phone or smart watch into our sessions, I cannot guarantee that the devices will not be listening, putting complete confidentiality at risk. It may be that your devices will use some of the content we talk about to gather information on you.

I will not have any of my own devices in the room during our sessions. On the odd occasion I may record a session for training and personal development. If this is the case I will inform you of this and the sessions will also be deleted afterwards and you shall also be informed that this has been done.

***If you have any concerns about how I have handled your data, feel free to contact me in the first instance. If you are not happy with my response, you can contact the ICO above, giving them my data controller number.***