

Privacy Policy

Introduction

This privacy policy sets out how I use, store and protect any information that you share with me.

Included in this policy is a summary of your rights and my obligations to you, with regards to the recording and storage of your personal information.

I take my obligations under the General Data Protection Regulation (GDPR) 2018 very seriously and will always ensure that your personal data is processed in a secure manner.

I am registered as a Data Controller with the Information Commissioner's Office (ICO). The ICO is the UK's body for upholding information rights. My ICO reference number is: ZA369781. If you have any questions about how I process your data, you can contact me at: katie@katiebardes.co.uk

What information do I process and why?

I collect different types of information. This includes 'personal data', meaning information that can be used to identify you, such as your name, address, telephone or email contacts. I collect, store and process this information about you to enable me to run my counselling and psychotherapy practice, to respond to your enquiries and to provide an ethical service to you. My contractual obligations to you as a counsellor/psychotherapist are the lawful basis for my processing of your personal data.

I also collect 'special category' data, which is defined by the GDPR as being more sensitive than other personal information, and therefore needs higher levels of protection. Examples of 'special category' data include information about your mental and physical health, ethnicity, sexuality, sex life, and religious beliefs. In order to fulfil my contractual obligations as a counsellor/psychotherapist I need to collect some 'special category' data about you. I use this information to enable me to reflect on how best I can support you and to track the progress of our work. Therefore, when we begin our work together, I will request your explicit consent to collect 'special category' data about you.

Security

In order to prevent unauthorised access or disclosure, I store the information that you share with me as paper documents in securely locked storage files. I also store minimal contact information for you electronically in my email and phone so that we can contact each other to arrange appointments. My email and phone are both password protected.

I store brief paper records that summarise key themes from our sessions. This enables me to track the progress of our work together. These records do not contain any data that identifies you (such as name, address, email) and are held separately from the records containing your personal data.

How long do I keep personal data?

I do not hold onto information about you for any longer than is necessary. In most cases, I will store your information for a maximum of 6 years following the termination of our work together. However, I may need to store your information for longer than this, for instance to comply with any changes in my insurance terms and conditions. If you wish to find out how long I hold onto particular types of data, please contact me on: katie@katiebardes.co.uk

Exceptions:

There are circumstances under which I will share your information; however, I will always endeavour to discuss this with you first, and to obtain your consent where possible. The circumstances are:

- Where I believe there is immediate risk of harm to you or others
- Under a court order
- A legal requirement, e.g. terrorism or drug money laundering
- Where I have agreed with you that your GP, psychiatrist or other professional should be informed

Additionally, under the professional code of ethics and practice for psychotherapists and counsellors all therapists are required to undergo supervision of their work. My supervisor is bound by the same code of ethics and professional practice standards as myself and all discussions are strictly confidential.

Provided you have given me explicit consent for me to do so, your name and contact information only will also be passed on to my appointed Therapeutic Executor so that you are informed should anything happen to me that prevents me from attending a session and from communicating directly with you (such as illness or death).

Controlling your personal information:

You have the right to request a copy of the personal information which I hold about you under the GDPR (2018) by making what is called a 'subject access request'. I will provide this information free of charge, within one month. If you would like a copy of the information held on you please contact me at: katie@katiebardes.co.uk

It forms part of my contract with you that I need to keep some information about you in the ways that I have outlined in this privacy policy in order to provide the service of psychotherapy/counselling. Therefore, you waive your right to erasure if you contract to having counselling/psychotherapy with me. However, you do have the right to request appropriate corrections or erasure of any information you believe to be incorrect.

If you believe that any information I am holding on you is incorrect or incomplete, please email me as soon as possible, at the above email address. I will promptly correct any information found to be incorrect.

I trust that if you have any questions or concerns about your data, you will contact me in the first instance. However, should you not feel satisfied with my response, you may contact the Information Commissioners Office here: www.ico.org.uk/concerns

(Privacy Policy last updated 29th May 2020)