



Counselling Service Privacy Policy

This policy explains how we use and protect any information that you give us. Improving Lives is committed to ensuring that your privacy is protected and will only use information you provide in accordance with his policy. This Privacy Policy is governed by the Data Protection Act 1998 and the General Data Protection Regulations 2016.

The information we collect

You provide information such as your name, address, phone number and email address on your referral form. Your counsellor will make factual notes of what is discussed in sessions in keeping with the British Association of Counsellors and Psychotherapists. These are stored in a secure online system, Cliniko, which is only accessible to Improving Lives Counselling and Administrative staff, and is protected by two factor authentication.

How we use your information

We use the information with your permission to contact you about appointments, invoicing, our own record keeping and in clinical supervision sessions. Your information is not shared with third parties.

Disclosure of your information

All of the dealings between you and your counsellor and any information we hold about you is confidential, unless your counsellor believes that you have a serious intent to harm yourself, if you tell your counsellor that you have evidence of current child abuse or if your counsellor has a Court Order to appear and give evidence relating to our counselling relationship.

Access to information

You can ask for access to the information we hold about you by putting a request in writing to Improving Lives. The information can be viewed in a session, unless there is an overriding lawful reason why we are not permitted to do so. You may request amendments to the information, if it is inaccurate, or that we delete information we hold about you at any time, unless we have an obligation to keep it for legal reasons.

Disposal of information

I will dispose of all records and notes after six years as in line with Improving Lives policy.

Complaints

If you have a complaint about how I handle your data, please let me know. If I cannot resolve the issue, you can contact the Information Commissioner's Officer at <http://ico.org.uk/concerns/handling> or by phone on 0303123113.

I have read and understand the policy above

Signature or Print Name:

Date: