

# ***Privacy Notice***

Owain Hadden Counselling

GDPR states that I must have a lawful basis for processing your personal data. There are different lawful bases depending on the stage at which I am processing your data. I have explained these below: If you have had therapy with me and it has now ended, I will use legitimate interest as my lawful basis for holding and using your personal information. If you are currently having therapy or if you are in contact with me to consider therapy, I will process your personal data where it is necessary for the performance of our contract. GDPR also makes sure that I look after any sensitive personal information that you may disclose to me appropriately. This type of information is called 'special category personal information'. The lawful basis for me processing any special categories of personal information is that it is for provision of health treatment (in this case OHcounselling) and necessary for a contract with a health professional (in this case, a contract between me and you).

## How I use your information

### Initial contact

When you contact me with an enquiry about my counselling services I will collect information about you. This will include your full name, address, phone number and email address. Alternatively, your GP/ health professional may send me your details when making a referral or a parent or trusted individual may give me your details when making an enquiry on your behalf. If you decide not to proceed I will ensure all your personal data is deleted within 2 weeks of the initial contact. If you would like me to delete this information sooner, just let me know.

### While you are accessing counselling.

Rest assured that everything you discuss with me is confidential. This means I will not share information about you with a third party unless you consent to that disclosure. So I will not tell anyone that you attend counselling, or what you say in our sessions, without your permission to do so.

### Exceptions to confidentiality

There are circumstances when I might have no choice but to share information about you, even if you do not agree to this happening. These are:

- 1) If there is a serious concern for your or someone else's safety, particularly if a child is at risk of serious harm;
- 2) if there is a legal obligation relating to your involvement in, or knowledge of, a serious crime;
- 3) if there is a court order requesting information about you;
- 4) if it is essential to prevent a serious and imminent threat to either public health or national security.

Where possible, though, I will always seek your consent before any disclosure unless there are safeguarding issues that prevent this.

I will keep a record of your personal details securely online and accessing these details requires me using multi factor authentication. Your details are not shared with any third party. I will keep written notes of each session, these are kept online, are encrypted and with the same security features as your contact details, For security reasons I do not retain text messages for more than 2 weeks. If there is relevant information contained in a text message I will add it to your client notes. Likewise, any email correspondence will be deleted after two years of counselling ending.

### After counselling has ended.

Once counselling has ended your records will be kept for two years from the end of our contact with each other and are then securely destroyed. If you want me to delete your information sooner than this, please tell me.

### Third party recipients of personal data.

I sometimes share personal data with third parties, for example, where I have contracted with a supplier to carry out specific tasks. In such cases I have carefully selected which partners I work with. I take great care to ensure that I have a contract with the third party that states what they are allowed to do with the data I share with

them. I ensure that they do not use your information in any way other than the task for which they have been contracted. Currently, I am not working with any suppliers.

### Your Rights

I try to be as open as I can be in terms of giving people access to their personal information. You have a right to ask me to delete your personal information, to limit how I use your personal information, or to stop processing your personal information. You also have a right to ask for a copy of any information that I hold about you and to object to the use of your personal data in some circumstances. You can read more about your rights at [ico.org.uk/your-data-matters](https://ico.org.uk/your-data-matters) .

If I do hold information about you I will:

- give you a description of it and where it came from;
- tell you why I am holding it, tell you how long I will store your data and how I made this decision;
- tell you who it could be disclosed to;
- let you have a copy of the information in an intelligible form. You can also ask me at any time to correct any mistakes there may be in the personal information I hold about you. To make a request for any personal information I may hold about you, please put the request in writing addressing it to [ohcounselling@gmail.com](mailto:ohcounselling@gmail.com) If you have any complaint about how I handle your personal data please do not hesitate to get in touch with me by writing or emailing to the contact details given above. I would welcome any suggestions for improving my data protection procedures. If you want to make a formal complaint about the way I have processed your personal information you can contact the ICO which is the statutory body that oversees data protection law in the UK. For more information go to [ico.org.uk/make-a-complaint](https://ico.org.uk/make-a-complaint).

### Data Security

I take the security of the data I hold about you very seriously and as such I take every effort to make sure it is kept secure. The online account it is stored in requires a complex password, multi factor authentication and is encrypted.

## Visitors to my website

When someone visits my website, I use a third party service, Google analytics 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 google to make, any attempt to find out the identities of those visiting my website. I use legitimate interests as my lawful basis for holding and using your personal information in this way when you visit my website.

I use IONOS as the content management system for our website and data protection. Like most websites I use 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.