**My contact details**

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| **Name:** | Clair Jones |
| **Telephone:** | 07480-067860 |
| **Email:** | clair@healandsoul.co.uk |

**The type of personal information I collect and process**

I currently collect and process the following information:

* Personal identifiers, contacts and characteristics (eg, your name and contact details)
* Records related to our counselling work (eg, the administrative and counselling contracts, the dates, and notes of our sessions)

Processing information means organising, storing, retrieving and using, making changes to, sharing and/or destroying information.

**How I get the personal information and why I have it**

All of the personal information I process is provided to me directly by you to provide a counselling service to you.

I use the information that you have given me in order to assess your counselling needs and to provide a counselling service which is described in a contract that we both sign. I may share some non-identifiable information with my supervisor for professional advice and guidance on the counselling service I provide to you.

In rare instances, it may be necessary for me to share the information that you have given me with other individuals or organisations. The reasons for doing this include:

* My duty to protect a child, a vulnerable adult, yourself or the public;
* For the prevention and detection of a crime; and/or
* If I am required by a court of law.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases I rely on for processing this information are:

1. **Your consent;**
2. **We have a contractual obligation.**

**You are able to remove your consent at any time. You can do this by contacting me directly at** [clair@healandsoul.co.uk](mailto:clair@healandsoul.co.uk).

**How I store your personal information**

I store your information safely and securely and control who can access your information.

I keep some of your information on paper documents in a locked filing cabinet. I keep most of your information in electronic documents on my laptop and mobile telephone. Access to both of these devices is password-protected.

I keep your personal identifiers, contacts and characteristics, and the records related to our work for three years after counselling ends. I will then dispose your information by shredding the paper documents and removing/deleting the electronic documents from my laptop and mobile telephone, including from the ‘recycle bin’ and all email folders.

**Your data protection rights**

Under data protection law, you have rights including:

* **Your right of access** - You have the right to ask me for copies of your personal information.
* **Your right to rectification** - You have the right to ask me to rectify personal information you think is inaccurate. You also have the right to ask me to complete information you think is incomplete.
* **Your right to erasure** - You have the right to ask me to erase your personal information *in certain circumstances*.
* **Your right to restriction of processing** - You have the right to ask me to restrict the processing of your personal information *in certain circumstances*.
* **Your right to data portability** - You have the right to ask that I transfer the personal information you gave me to another organisation, or to you, *in certain circumstances*.

You are not required to pay any charge for exercising your rights. If you make a request, I have one month to respond to you.

Please contact me at clair@healandsoul.co.uk if you wish to make a request.

**How to complain**

If you have any concerns about my use of your personal information, you can make a complaint to me at clair@healandsoul.co.uk.

You can also complain to the ICO if you are unhappy with how I have used your data.

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| Address: | Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF |
| Helpline number: | 0303-1231113 |
| Website: | <https://www.ico.org.uk> |

**Your consent**

I give consent to Clair Jones to collect and process my information as described in this Privacy Policy.

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| --- | --- | --- | --- |
| **Client Name:** |  | | |
| **Client Signed:** |  | **Date:** |  |