

Counselling with Krissy Privacy Policy

I am committed to safeguarding the privacy of Counselling with Krissy visitors and service users.

This policy applies where we are acting as a data controller with respect to the personal data of Counselling with Krissy visitors and private counselling service users; in other words, where we determine the purposes and means of the processing of that personal data.

In this policy, "I" refers to Kristian Loughins.

Any personal information you provide to me will be treated in accordance with General Data Protection Regulation (GDPR).

Counselling with Krissy is a member of ICO; the UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals. Counselling with Krissy adheres to ICO guidelines to protect the data privacy of our service users.

You will not receive unsolicited phone calls or mail from any third parties as a result of providing me with your personal information. I am committed to protecting your personal data and I recognise the importance of being clear about how I intend to use it.

Contact details

Name: Kristian Loughins

Address: Can be provided at your request.

Phone Number: 07961928095

E-mail: krissy@counsellingwithkrissy.co.uk

The type of personal information I collect

When making a referral for counselling to my service, I will collect contact details as well as ask for a brief reason for wanting to refer for counselling. I will also ask for GP Details and an emergency contact.

At the assessment process, I will collect and record confidentially the following data;

- Your name and contact information (including home address, email address and phone number)
- Date of birth
- Doctor's contact details
- General demographic details - gender, age, employment, ethnicity etc
- Next of kin or emergency contact details
- Details of medication currently being taken to help with psychological problems
- Relevant history
- Forensic history
- Other professional involvement and if relevant, their contact details
- Records of any correspondence when you contacted us
- Session record logs

Session notes are anonymised by using a client code, rather than the client's name or date of birth.

These notes are stored on One Drive, which is protected by three-step authentication. Microsoft's privacy policy can be accessed here:

<https://privacy.microsoft.com/en-gb/privacy>

Virtual counselling sessions take place over Microsoft Teams, so the above privacy policy also applies .

How I get the personal information and why I have it

Most of the personal information I process is provided to me directly by you for one of the following reasons:

- You have contacted me to enquire about counselling services.
- You are or have in the past accessed private counselling with me.

I also may receive personal information indirectly, for example, your GP or other health professional may send me your details when making a referral or a trusted individual may give me your details when making an enquiry on your behalf.

I use the information that you have given me in order to

- Help satisfy your initial enquiry.
- Help counselling services run smoothly.

I also retain any counselling records in case of the need to reference them in the future (the official legal basis is to defend against potential legal claims).

Rest assured that everything you discuss with me is confidential.

That confidentiality will only be broken if:

- There is a risk of you harming yourself or being harmed
- There is a risk of another person being harmed
- There is a risk of a serious crime being committed

I will always try to speak to you about this first, unless there are safeguarding issues that prevent this.

The 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.

The 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 consent initially. I will then retain any counselling records in case of the need to reference them in the future (the official legal basis is to defend against potential legal claims).

How we store your personal information

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.

Access to all devices used is password protected, and session notes are stored on a cloud using quadruple authentication software.

I dispose of your information by deletion after 7 years.

To make a request for any personal information I may hold about you, please put the request in writing addressing it to krissy@counsellingwithkrissy.co.uk. To ensure that personal data is disclosed to only those authorised to access it, name identification and proof of address must be provided.

Examples of acceptable name identification:

- Current driver's license
- Current passport
- Birth certificate

Examples of acceptable proof of address:

- Utility bill
- Bank statement
- Paper part of driving license

Visitors to my website

My website is hosted by Webhealer. Their privacy policy can be accessed here: <https://www.webhealer.net/privacy-policy/>

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. Google Analytics privacy policy can be accessed here: <https://policies.google.com/privacy?hl=en>

I use legitimate interests as my lawful basis for holding and using your personal information in this way when you visit my website.

Like most websites, we use cookies to help the site work more efficiently. For reference see bacp.co.uk/notices/cookies. 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.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at krissy@counsellingwithkrissy.co.uk

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

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>