

Privacy policy

This privacy notice sets out the basis on which any personal data I collect from you, or that you provide to me, will be processed.

The data recording and processing systems used by Julie Millar Counselling – Chester are designed to maintain the privacy of your personal information.

Julie Millar Counselling – Chester is registered with the Information Commissioner's Office, registered number ZA344440, and Julie Millar is the named data controller.

Your personal data is protected by the General Data Protection Regulation (GDPR). Further information about this may be found by contacting the Information Commissioner's Office <https://ico.org.uk/for-the-public/>.

Lawful basis and purpose of processing data about you

The lawful basis for processing personal information is a combination of consent and legitimate interest. The lawful basis for processing special category data (personal sensitive information) is consent.

The purpose of processing personal information is that it is necessary for the provision of counselling services, and to fulfil legal obligations to keep financial records for tax and accounting purposes.

The purpose of processing special category information is that it is necessary for the provision of counselling services.

What data is held about you

The information held about you may include the following:

Personal information

- first name or given name
- family name or surname
- address
- telephone numbers
- email address
- date of birth

Special category information (Sensitive personal information)

- gender, ethnicity and marital status
- religious or other cultural beliefs
- physical or mental health or condition
- sexuality
- offences (including alleged offences)
- financial information, including bank account details

How that data is obtained

The main source of information is that received from you directly, in person or through the contact form on the website, Counselling Directory, by email or telephone conversation.

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Referrals may also be received from In Motion clinics. Where contact details are passed on from In Motion Clinics the clinic confidentially disposes of any note of your contact details after passing them to Julie Millar Counselling – Chester, except where you are an existing client of that clinic.

All calls to Julie Millar Counselling-Chester are received on a separate phone that is access code protected.

Julie Millar Counselling-Chester has a separate email address that is password protected. Emails are printed, filed securely and the electronic copy deleted. Texts are deleted after being actioned.

Counselling Directory is an online directory for counsellors, providing counsellor contact for clients. Counselling Directory may record data about users of the site, and has a privacy policy which may be found at <https://www.counselling-directory.org.uk/privacy.html>

How the data is stored and for how long

Your personal information data sheet scanned and saved in a password protected file on my password protected laptop. The paper copy is then shredded.

In accordance with the British Association for Counselling and Psychotherapy (BACP) Julie Millar Counselling – Chester keeps brief notes from counselling sessions. A code number is used for each client, and no names are recorded in the counselling notes that could be used to identify an individual client. These notes are kept in a lockable filing cabinet.

Where contact with Julie Millar Counselling – Chester does not result in an initial meeting and/or counselling your contact details will be deleted.

Your personal information and counselling notes will be kept for five years, and then shredded and disposed of.

All data is stored in the UK.

Data sharing

Julie Millar Counselling – Chester does not share your personal information with anyone else unless you give written consent except in the following circumstances:

- any stated purposes I tell you about when you supply me with information
- as part of my duty to protect a child, a vulnerable adult, yourself or the public
- for the prevention and detection of a crime
- for the assessment of any tax or duty
- if I am required to do so by any court or law

In order to practice ethically as a counsellor I undertake regular supervision. You will not be named in any discussion of your issues with the supervisor. Supervision relationships are subject to the same privacy, data protection and confidentiality principles as set out in this policy.

Your personal data will specifically not be used for marketing purposes by Julie Millar Counselling-Chester.

Your data rights

As a data subject you have rights under GDPR.

1. Right to be informed
2. Right to access
3. Right to rectification

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4. Right to erasure
5. Right to restrict processing
6. Right to data portability
7. Right to object

A more detailed description of your data rights may be found at <https://ico.org.uk/for-the-public/>

You have a right to have access to data held about you, without charge. If you wish to see the data Julie Millar Counselling – Chester holds about you please put your request in writing. You are entitled to a response within one month.

Julie Millar Counselling – Chester requests that copies of notes are given to you at a free of charge meeting so that any queries about the notes may be answered. Alternatively, they will be posted recorded delivery or sent in a password protected file by email.

Complaints

You have a right to complain to the Information Commissioner's Office if you feel your personal data has not been stored and/or used in accordance with the law. The ICO may be contacted at <https://ico.org.uk/concerns/> or by phone on 0303 123 1113.