



ELEPHAS

COUNSELLING

PRIVACY POLICY

Introduction

Your privacy is very important to me and you can be confident that your personal information will be kept safe and secure and will only be used for the purpose it was given to me. I adhere to current data protection legislation, including the General Data Protection Regulation (EU/2016/679) (the GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

This privacy notice tells you what I will do with your personal information from initial point of contact through to after your therapy has ended, including:

- Why I am able to process your information and what purpose I am processing it for
- Whether you have to provide it to me
- How long I store it for
- Whether there are other recipients of your personal information
- Whether I intend to transfer it to another country
- Whether I do automated decision-making or profiling, and
- Your data protection rights.

I am happy to chat through any questions you might have about my data protection policy and you can contact me via email: counselling.elephas@gmail.com.

'Data controller' is the term used to describe the person/organisation that collects and stores and has responsibility for people's personal data. In this instance, the data controller is me.

I am registered with the Information Commissioner's Office (Registration No. ZA889917). My phone number is: 07838 406497. My email address is: counselling.elephas@gmail.com

My lawful basis for holding and using your personal information

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 that it is for provision of health

treatment (in this case counselling) 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 to help me satisfy your enquiry. This will include your name, email address and/or telephone number. Alternatively, your GP or other 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 one month following our last 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. That confidentiality will only be broken if you provide me with information that appears to indicate you or someone else is at risk from harm. I reserve the right to report that information to your GP, the police or the emergency services. Before taking this course of action, I would discuss my intentions with you. I am legally required to report acts of money laundering, drug trafficking and terrorism.

It is a professional requirement of counsellors to attend regular supervision sessions in order to maintain an ethical practice. During these sessions, I will discuss my client work with my supervisor. Any personal or identifying details will remain anonymous. Supervisors may keep confidential notes of their meetings with counsellors in line with guidance from their professional body.

I will keep a record of your personal details and very brief written notes of each session to help the counselling services run smoothly. These details are kept securely in a password protected file on my computer and are not shared with any third party. Telephone numbers stored in my mobile phone will be saved under a code name.

For security reasons I do not retain text messages or emails for more than one month. If there is relevant information contained in a text message or email, I will add this to your secure personal file above.

After counselling has ended

Once counselling has ended, your records will be kept for five 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.

Marketing and Newsletters

If you choose to sign up for my newsletter or marketing updates, I will store your name and email address on a third-party email marketing platform MailerLite for this purpose. I will only send you information about my own services and wellbeing resources and news that may be of interest to you. You can withdraw consent or unsubscribe at any time by clicking the link in any email or by contacting me directly. I will not share your contact details with any third party for marketing purposes. Click [here](#) for MailerLite Data Protection Information and [here](#) for their Privacy Policy.

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/for-the-public. 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 counselling.elephas@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.

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.

Your data is kept securely in a password protected, encrypted file on my computer (which is also password protected). Telephone numbers stored in my mobile phone (also password protected) will be saved under a code name.

Emails sent to counselling.elephas@gmail.com are only viewed on the above password protected computer and mobile telephone.

Visitors to my website

When someone visits my website, I use a third-party service, Wix 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 Wix 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 Wix Analytics so that I can continually improve my service to you. You can read Wix privacy notice [here](#).

I use Wix as the content management system for my website - find out [here](#) about Wix and data protection.

Like most websites I use cookies to help the site work more efficiently - find out [here](#) about use of cookies.

No user-specific data is collected by me or any third party.