Privacy policy

Anna Brooks is committed to complying with the terms of the General Data Protection Regulation (GDPR), and to the responsible and secure use of your data. Anna Brooks has a legitimate interest in processing personal data to provide counselling services.

The purpose of this statement is to let you know what personal information I collect and hold, why, how long it is stored for, and your rights over your personal data. I am registered with the Independent Commissioners Office (ICO), reference ZB652274

Information about you and my use of this information

- When you enquire about counselling, I ask only for the contact details and personal information I need to answer your enquiries and to keep you informed.

- I collect further personal information from you when you set up an initial appointment and further access the service, including payments. This information includes contact details, your availability and other relevant personal information.
- Your data will be used only to provide you with my service and to give you information relating to your counselling.
- Name and Date of birth are collected as identifiers for you. I may also use these in case of emergency or if I were to contact your General Practitioner (GP)
- Address, E-mail and Phone numbers are used when contacting you regarding counselling sessions and also, other information relevant to your counselling sessions.
- GP details: If you disclose information that significantly affects your safety and wellbeing (see Anna Brooks Counselling - Online agreement), I may need to contact your GP. I will always aim to discuss this with you before contacting the GP.
- Emergency contact: I will only use this in case of emergency. If you were taken ill, during an online session, I may have to share your information with a medical practitioner e.g. a paramedic.
- I will not share your details with any other person or organisation without your knowledge and permission unless there is a legal requirement as stated in the counselling contract.

How I store your information
- Your number and initials are stored on my business phone and it is passcode protected.
- Some of your information is kept on my laptop, is password protected and kept locked away when not in use.
- If I hold any paper notes they are kept in a locked cabinet.

How long I keep your information

- Once you finish counselling, all data regarding your counselling is stored securely for 6 years and then destroyed.
- Your contact details on my phone will be deleted one week after we have finished working together.
- All e-mails between us, will be deleted one week after we have finished working together.

Security

- I will take all reasonable precautions to prevent the loss, misuse or alteration of information you give me.
- Communications in connection with this service may be sent by text or e-mail.
- For ease of use and compatibility, communications will not be sent in an encrypted form unless you require it and give me permission to communicate with you in that way.
- E-mail, unless encrypted, is not a fully secure means of communication.
- Whilst I endeavour to keep my systems and communications protected against viruses and other harmful effects, I cannot bear responsibility for all communications being virus-free.

Your rights over your personal data

If you would like to see the information I hold about you, or would like to correct, update or delete any records, please e-mail me at anna@annabrookscounselling.co.uk. If you have any concerns about my use of your data, please contact me directly at anna@annabrookscounselling.co.uk. I will do my upmost to resolve any concerns you have. If, for any reason, I cannot resolve your concerns, you may choose to contact the ICO directly.

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

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

I agree to the above and agree to Anna Brooks storing my data:

Client Name:

Signature:

Date: