

Roots and Leaves

Counselling and Well-Being Services



Privacy Notice

Introduction:

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. 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. I am registered with the Information Commissioner's Office, registration number: ZB397118.

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. 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 your information is used:

Website	When someone visits my website, I use a third party service, <i>Webhealer/PHD Interactive Ltd</i> , 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 <i>Webhealer/PHD Interactive Ltd</i> 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. If you fill in a form on my website, that data will be temporarily stored on the web host before being sent to me.
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Enquiry about services	When you contact me with an enquiry about my counselling and well-being services, either via my website or direct via email/phone, I will collect information to help me satisfy your enquiry. At this stage, this will include your name, your email address and your phone number, so that I can make contact to see if you wish to proceed and arrange a free initial meeting. If you decide not to proceed I will ensure all your personal data is deleted within one calendar month.
Whilst accessing my services	I will keep an initial assessment form, which contains the following personal details: your name, date of birth, age, address, email, phone number and consent to send a text/leave a voicemail, relationship and progeny, emergency contact and GP details. These details are kept securely in a locked filing cabinet and will not be shared with any third party. 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 transfer this to the session notes.
Counselling sessions	While you are accessing counselling or well-being support, I will adhere to confidentiality and related exceptions as outlined in my counselling contract. This contract is shared with you and signed by both of us as part of our first session. I keep a digital summary of brief session notes, which are stored securely and do not contain personal details.
When support has ended	Once counselling has ended your records will be kept for 5 years from the end of our contact with each other and are then securely destroyed. This time limit is set based on the requirements from my insurance provider and as a reference of previous sessions should you return for counselling.

Your rights:

I try to be as open as I can be in terms of giving people access to their personal information. You can read more about your rights at ico.org.uk/your-data-matters.