

Sally-Ann Morrison – Counselling

Privacy policy

In line with European General Data Protection Regulations (GDPR), and as a professional registered with the Information Commissioner's Office this policy outlines how I collect, store and use your information and how I protect your privacy and data rights.

What types of information do I hold?

If you send me an email or call my phone with an enquiry about counselling services I will collect your contact details, name and any further information you provide, in order to answer your query.

As a counselling therapist in private practice I store the following data that can identify you after we begin to work together:

- Biographical information: your title, first name, last name, date of birth
- Contact details: postal address, email address and phone number
- Emergency contact and GP contact details
- Other personal information that you provide me, e.g. reasons for seeking therapy and what you hope to gain from it, health issues and medication.

I also write brief, anonymised session notes.

How do I use this information?

I use the information to contact you about the services that you are enquiring about. I may contact you about making and changing appointments, payments and other queries that arise from our work. I also use the information to run my business, for example to record hours for tax purposes. I do not use your information for any other purposes.

Processing your personal data and how it is stored

This means collecting, storing, using, sharing and deleting your personal information. I only collect information that is essential for clinical or legal reasons.

How do I use your data and what do I do with it?

The information you provide in your initial call, text or email is used to understand your needs, answer any questions you might have, and arrange or send confirmation of your initial session. This is stored in my password-protected mobile phone and / or computer. I hold this information until 1 month has elapsed since our last contact, whether we work together or not. If we decide not to work together after an initial session your details will be deleted immediately.

Should we agree to work together, the biographical and personal information that you give me is stored securely as a paper record kept in a locked cabinet.

Your name, email address and anonymised phone number are stored securely on my password-protected mobile phone and home computer. I will use your phone number, email or home address to contact you regarding appointments and to reply to you if you contact me. I may also contact you regarding arranging and rearranging sessions, submitting invoices or to send you with information that I have agreed to supply you with, or updating you with information regarding my services. This information is securely destroyed 1 month after our work together has come to an end.

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Any emails or texts containing information in addition to arranging appointment dates and times are destroyed within 1 month of receipt. If they contain important information this may be printed out and kept with session records.

Brief, anonymised session notes are stored in a locked cabinet and are kept for 7 years, in line with professional standards and my insurance company requirements. I store a note of your appointment in my diary using an anonymised code. This is also kept securely for 7 years.

I am required to keep financial records for 7 years. I use anonymised codes in documentation where possible, and keep records on a password-protected computer.

Confidentiality

Session content is conducted in confidence, and I only document the time, date, session number and brief anonymised notes.

Confidentiality is an important feature of the working alliance and will be maintained in accordance with General Data Protection Regulation 2018 (GDPR) with the following exceptions:

- It is a professional requirement of BACP that I have regular supervision, to ensure that my work with you is as good as it can be. All supervisors are bound by confidentiality rules.
- If I am concerned that you or someone else may be at significant risk, I may share information with, for example, your GP or the police. If I believe that there is convincing evidence that you or someone else may be seriously harmed I may need to inform an outside authority, for example your GP, or the police. If possible, I would discuss this with you first, unless I felt that this would increase the risk.
- Some laws require me to break confidentiality in certain circumstances, e.g. Terrorism Act, Drug Trafficking Act.
- If I am compelled to give evidence by a court of law, to release my records or to give evidence.
- If I am employed by an organisation to work with you, I may be expected to share information with them. I will discuss confidentiality with you at the start of our work.
- During the course of our work, if I become suddenly ill and unable to contact you, I would share your name and phone number with my professional executor who would contact you, in line with good practice in the profession.

Whenever possible, I would aim to discuss any sharing of information with you in advance.

Your permission

I will seek your permission to:

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- Contact you via your preferred method and will only leave a message with your consent.
- Share information outside of the above exceptions.
- Use anonymised details for continued professional development (case studies or training).
- Publish any marketing material such as case studies or testimonials ensuring the use of pseudonyms throughout.

Website

This privacy policy sets out how Sally Morrison Counselling uses and protects any information that you provide when you use this website.

By visiting www.sallymorrison.org website you accept and consent to the terms described in this privacy policy.

www.sallymorrison.org is made using Wix.com – you can see their privacy policy here: <https://www.wix.com/about/privacy>

Security

Transmission of data and information via the website is not a secure or an encrypted transmission method for sending your personal data, unless otherwise indicated on the website. Your attention is therefore drawn to the fact that, any information and personal data carried over the internet is not secure. Information and personal data may be intercepted, lost, corrupted or accessed by other people.

Cookies

This site uses cookies (small text files that are placed on your computer's hard drive). They are normally there to enable a better user experience, such as remembering your preferences. Some cookies are also used to enable monitoring which web-pages are most useful and which are least useful. These cookies do not give me any data about you personally, but can be useful for me in improving and modifying the site to provide a better service. This is connected to Google Analytics.

You may prefer to disable cookies in your browser on this site and others.

Google Analytics

Each time you visit a website Google analytics automatically tracks information such as (but not limited to) your geographical location, IP address, browser type, browser version, operating system, referral source, page views, length of visit, the times and dates you visit the site, navigation paths, whether you are a new visitor or a returning visitor.

The information provided by Google Analytics may be used to improve the website and services I offer.

Requesting to see your data

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You have the right to ask for a copy of the information I hold about you, free of charge, unless I am prevented from doing so for legal reasons. You would need to ask for this information in writing and I aim to provide it in digital form, within 28 days of receiving your request.

Controlling your personal information

You are free to restrict the collection or use of your personal information in the following way: If you have previously agreed to me using your anonymous personal information for continued professional development you may change your mind at any time by emailing me at sallymorrisoncounselling@gmail.com

I aim to keep your personal data up to date while we work together. If you believe that any information that I hold about you is incorrect or incomplete, please email me at sallymorrisoncounselling@gmail.com and I will correct any information found to be incorrect. You may ask me to delete information that I hold about you. I will do this except for any information that I need to hold for legal/ insurance or business purposes.

If you have concerns about how I hold your data

Please discuss any concerns with me in the first instance. If you feel that I have not addressed them, you can contact the ICO at <https://ico.org.uk/make-a-complaint/your-personal-information-concerns/>

Data breaches

Should there be a data breach I will report this to the Independent Commissioner, to BACP and yourself within 72 hours if it becomes apparent that any data is stolen. My data protection registration (ICO) reference is ZA573404.

Sally-Ann Morrison. Dip PS Counselling, Registered member MBACP

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