



# Homewood Counselling

[karla@homewoodcounselling.co.uk](mailto:karla@homewoodcounselling.co.uk) / Tel: 07546883023

## Homewood Counselling - Data Policy (GDPR).

I am registered with the ICO (Information Commissioner's Office). As such, this Privacy Policy aims to inform you how your personal information is stored, collected and shared per the requirements of the UK General Data Protection Regulations (2018).

I (Karla Walters) am solely responsible as the Data controller for Homewood Counselling.

### Information collected:

The information I am collecting about you includes your contact details, including name, address, telephone number and email address, GP details and, if appropriate, details for emergency contact.

These details are requested to contact you, the client, to discuss appointment details alongside having the ability to reach your GP or the authorities in case of an emergency, a crime or a serious risk to yourself.

The purpose of asking for details of an emergency contact is to ensure I can let another person know if an emergency arises.

Your medical details are being collected so I know of any medical conditions or medications that may affect you during a counselling session.

These details will remain confidential, and I will unlikely share your personal information. I will not sell or use your information for any unethical reason.

I will only have to share information about you in the following circumstances.

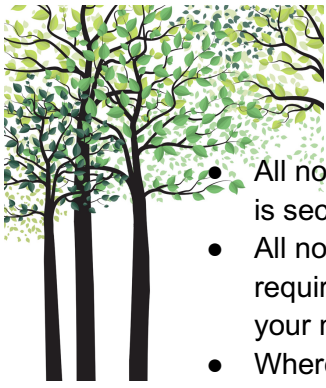
- Where you give consent.
- Where an order by a court of Law means I am obliged to break confidence.
- Where a serious crime or intention to harm yourself or others is disclosed during a counselling session or where I believe there is a safeguarding issue.
- Where young people are concerned, and for the purpose of this document, young people range from 11 to 18 if they report that they have harmed themselves, that they are being harmed or want to harm somebody.

I reserve the right to contact the authorities as I see appropriate.

### Storage of Information

The notes and records I keep are confidential and are held in the following manner.

- Any correspondence between us via email is stored on a password-protected Laptop and a password-protected Mobile phone.



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- All notes are kept to a minimum. They are kept on a password-protected Laptop, which is secured away in a lockable filing cabinet when not used.
- All notes are kept for a period of 5 years after counselling has ended in line with the requirement of my personal liability insurance. After this date, I, Karla Walters, will shred your messages.
- Where young people are concerned, and for the purpose of this document, young people are in the age range from 11 to 18. I will keep the note for five years past their 18th birthday, and after that date, all information will be shredded.
- Your contract and medical details will be shredded four weeks after your counselling has ended.
- The Data controller will delete your phone number, text messages and emails from my mobile phone and laptop four weeks after your counselling has ended.

## **Right to access your personal data**

- You have the right to ask for a copy of your personal information, free of charge, in an electronic or paper format. You can request this by writing to me. I will respond to your request within one month.
- You also have the right to ask me to amend or change any incorrect information about you.
- You have the right to erase information that is no longer relevant to the original purpose for which it was collected.
- You have the right to withdraw your consent to my use of your data. There may be a legal requirement for your data to be retained, so I reserve the right to contact my insurance provider before making such requests. You can write to me to withdraw your request.

If you are unhappy with how I use your data, you can complain to the ICO at [www.ico.org.uk](http://www.ico.org.uk) or phone them on 0303 123 1113.