

Demelza Therapy



PRIVACY NOTICE

1| Introduction

1. This Privacy Notice sets out:
 1. Why I collect personal information about you;
 2. The kind of personal information I collect;
 3. How I use your personal information;
 4. The steps I take to keep your information secure;
 5. How long I retain your information;
 6. Your rights.
2. I aim to 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.
3. I am registered with the Information Commissioner's Office. I am a data controller in that I collect, store, and have responsibility for people's personal data.

2| My lawful basis for holding and using your personal information

1. 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.
2. 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.
3. 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.
4. The GDPR also makes sure that I look after any sensitive personal information that you may disclose to me. 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).

3| How I use and store your personal information

- When you contact me about counselling, I collect personal information such as your name, phone number, and email address so that I can communicate with you. If you decide not to proceed with counselling, your personal data will be destroyed within one week.
- If you decide to proceed with counselling, I collect further information from you including, but not limited to:
 - your postal address;
 - your date of birth;
 - your GP's details;
 - emergency contact details or next of kin;
 - any prescribed medication.

- I keep two sets of records. One set contains data such as your name and contact details. The second set of records includes notes on our sessions and does not contain any material which might identify you directly. Paper records are kept under lock and key; digital records are password-protected.

- I retain your phone number and email address on password-protected devices. I do not retain text messages or emails for more than one month. I may retain relevant information in the message or email in a password-protected document.

- Once counselling has ended, and unless there is a legal requirement to keep the records for longer, I retain your records for seven years before destroying them by over-writing digital files and cross-shredding papers.

4| Your rights

1. Please see the Information Commissioner's Office website for information about your rights: <https://ico.org.uk/your-data-matters/>.
2. 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. Please put the request in writing using the contact details above.

3. If you have any concerns about how I handle your data, please contact me via email with the subject line with the subject line 'Data Complaint'. I will then acknowledge your complaint within 30 days.

Subsequently, if you want to make a formal complaint about the way I have processed your personal information you can contact the Information Commissioner's Office: <https://ico.org.uk/make-a-complaint/>.

>>> Please sign and date this form to indicate that you have read and understood this Privacy Notice:

Full Name:	
Signature:	
Date:	