

ELAINE FERNANDEZ
COUNSELLING HERTS SERVICES
Telephone: +447958 205316 Email: elaine@counsellinghertsservices.co.uk
www.counsellinghertsservices.co.uk
Registered Member MBACP

General Data Protection Regulation (GDPR) Privacy Notice

The General Data Protection Regulation (GPDR) is concerned with information that I **collect, store and share**. Please read this document and sign to indicate that you agree with my procedures.

Personal Information that I collect:

Name
Age and date of birth
Address
Telephone/SMS numbers & email address
Online Counselling Usernames
Emergency contact details
GP name & contact details
Relevant medical conditions & prescribed medication
Session summaries

How I Store your Personal Information:

On paper: Counselling Self-Referral Form, Working Agreement, session summaries, GDPR Privacy Notice & Consent, my appointment diary, (initials only), letters and invoices. These are stored in a secure cabinet with a combination lock.

Electronically: Name & telephone numbers, email address, SMS, letters and invoices.

How I may Process/Share your Personal Information:

Consultation:

I seek fortnightly consultation with my Clinical Supervisor qualified in this process. The consultation process is for my practice (rather than seeking instruction on working with you). In order to protect your privacy, my Supervisor will not know you personally or professionally. I will refer to you by your first name and I may refer to your information verbally when it is helpful to my professional processes.

Therapeutic Will/Clinical Executor

In the case of my death or incapacitation, should you still be in therapy with me then your name and contact details will be shared with my Clinical Supervisor/Executor.

Emergencies:

If your health is in jeopardy, (provided I have your consent) I may share your contact information with an emergency health care service (e.g. The Police, The Mental Health Crisis Team).

If I have become aware of your intent to cause harm to another person/organisation (e.g. terrorism), the law may require that I inform an authority without seeking your permission. In such a situation the law may require that I share your personal information without your knowledge (known as: *whistle-blowing*).

COVID-19 FACE TO FACE CLIENTS – NHS TEST & TRACE:

In the event that the Therapist or client experience any COVID-19 symptoms, or test positive, the NHS Test & Trace Service for COVID-19 will be contacted and advised your name and telephone number, but not in the context in which you are known. You may be contacted by the NHS.

Erasing your Personal Information

When we have finished working together, I will erase **electronic** copies of your information and correspondence within one month.

I will hold on to your **written information** for up to five years past the end of our working together. This is so I have a reference of our work in situations such as you returning to counselling in the future. After this time has passed I will shred the written information.

Your Rights:

You have the following rights:

To be informed what information I hold (see this document)

To see the information I hold about you (free of charge for the initial request)

To rectify any incomplete or inaccurate personal information

To withdraw consent to me using your personal information

To request that your personal information is erased (*though I can decline while the information is needed for my competent practice*)

This document is signed and dated by both client and counsellor to confirm our agreement.

Client: (Print)..... (Sign)..... (Date).....

Counsellor: (Print)..... (Sign)..... (Date).....

