

LAURA'S TALKING THERAPIES

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PRIVACY NOTICE

This notice describes which personal data I collect from you and how I store and process it as part of the counselling services provided by Laura's Talking Therapies. In the course of my practice I will collect, process and store personal data as a data controller.

I would like to reassure you that I adhere to all laws and procedures relating to the General Data Protection Regulation (EU) [2016/679](#) (GDPR), [UK GDPR](#), [Data Protection Act 2018](#) or other applicable data protection legislation and will only use your personal data to provide you with the specific service you explicitly agree to. For the purposes of this notice, "UK GDPR" means the GDPR as adopted into the law of the United Kingdom pursuant to the European Union (Withdrawal Act) 2018 and as amended by the Data Protection Act 2018 and any successor regulation or law.

I am registered with the Information Commissioner's Office (ICO) under registration reference [ZB394932](#).

A. YOUR RIGHTS

- (a) the right to access: You may request a copy of your clinical file for free at any time by emailing me. Your records are identifiable, retrievable and intelligible as per applicable data protection requirements. I will comply within 30 days.
- (b) the right to rectification: You may update any of the information I hold for you at any time. I will amend them immediately.
- (c) the right to erasure: You may request that I erase your data. I will comply within 30 days unless I cannot for legal reasons.
- (d) the right to restrict processing: You may request that I restrict how I process your data. I will comply within 30 days unless I cannot for legal reasons.
- (e) the right to object to processing: You may object to me processing your data. I will comply within 30 days unless I cannot for legal reasons.
- (f) the right to data portability: Your data is retrievable and may be able to be moved if necessary.
- (g) the right to complain to a supervisory authority: If you believe I have contravened applicable data protection legislation, you may contact the ICO.
- (h) the right to withdraw consent: You may withdraw your consent for me to hold your information. I will comply immediately unless I cannot for legal reasons.
- (i) the right to request information about the existence of automated decision-making, including profiling.
- (j) the right to be notified if your personal data is rectified or erased, or processing is restricted, in accordance with the above.

B. DATA COLLECTION, PROCESSING & LEGAL BASIS

Below I have set out the categories of personal data and sensitive personal data I collect and how I process the data:

- (a) I will hold your contact information such as name, email address, telephone number, home address as well as your emergency contact's details ("Contact Information") which I will use to provide my services and communicate either with you or your emergency contact in a secure manner;
- (b) as a client, I will hold risk assessment data, other relevant medical history and ongoing information ("Medical Information") which I will use in order to provide my services to you.
- (c) I may hold certain financial information of yours, such as debit or credit card details, in order for me to receive payment in exchange for providing my services to you ("Financial Information");
- (d) a record of any correspondence or communication between you and I ("Communication Information") which I will use to provide my services and communicate with you;

I will process the Contact Information on the basis that you have consented to it (for one or more specific purposes), where the processing is necessary for me to comply with my obligations under a contract with you (for instance for the provision of my services to you as a client) or for legitimate interests in providing services to you as a client or potential client. A legitimate interest in this context means a valid interest I have, or a third party has, in processing your personal data which is not overridden by your interests in data privacy and security.

Medical Information consists of sensitive personal data and will be processed on the basis that:

- you have given your explicit consent to the processing;
- it is necessary for the protection of your (or another person's) vital interests, to the extent you are unable to provide consent (whether physically or legally);
- otherwise in accordance with applicable laws and regulations.

I will process Financial Information on the basis of legitimate interests (in providing my services to you) or as necessary for the performance of a contract with you.

Communication Information will be processed on the basis of legitimate interests (in providing my services to you).

In addition to the above, all information may also be processed on the basis that it is necessary to comply with a legal obligation to which I am subject to.

Generally, I will collect information directly from you. If for any reason, I obtain your personal data from any other third party your privacy rights under this notice are not affected and you are still able to exercise the rights contained within this notice.

You do not have to supply any personal data to me however in practice I would be unable to provide my services to you without personal data (for instance I will need contact information in order to communicate with you). You may withdraw my authority to process your personal data (or request that I restrict processing) at any time but there are circumstances in which I may need to continue to process personal data (please see below).

C. DISCLOSURE, DATA STORAGE & RETENTION

Who has access to your personal data?

I do not disclose any information you provide to any third parties other than as follows:

- (a) I may consult with other professionals only with your explicit signed consent.
- (b) If I believe you or another person is at risk of being harmed e.g. if I am concerned that you are in serious danger of attempting or dying by suicide, in imminent danger or temporarily unable to take responsibility for your actions, I would advise the relevant emergency authorities and/or your doctor and/or your nominated emergency contact. Any decision to break confidentiality would not be taken lightly. I will usually consult with my clinical supervisor and where possible, advise you as well. You have an ethical and legal right to know the importance of and/or see what is being said about you if you wish and I will make every effort to include you in the process except in circumstances where it would harm you or others to inform you (e.g. child protection situations, mental incapacity, terrorism).
- (c) I may discuss our work in a general way with my clinical supervisor in order to maintain high standards of practice. I will use your first name but I will not use any other personally identifiable details.
- (d) With other professionals in order to further my training and skill set. I do not share names or identifying details.
- (e) Your name may be contained in financial records. It is possible that third parties may have access to those records, for example, an accountant.
- (f) If an accident, illness or my passing prevents me from being able to contact you, I have nominated a trusted Therapist who will be able to access my client list and contact you if necessary. I have documented the procedure to follow in a Professional Will and you will be provided with necessary referrals. They will destroy personal and sensitive data and archive clinical notes safely at the appropriate time in line with applicable data protection requirements.
- (g) I may be required to disclose certain data to regulators or other lawful authorities;
- (h) if I am under a duty to disclose or share your personal data in order to comply with any legal obligation (for example, if required to do so by a court order or for the purposes of prevention of fraud or other crime);
- (i) in order to enforce any terms and conditions or agreements for my services that may apply;
- (j) as necessary in order to protect both of our rights, property and safety (for instance in relation to fraud protection).

What happens if there is a data breach?

Although I take measures to protect your data, information can be intercepted and breaches can occur. If there is a data breach, I will follow the regulations set out in [Article 33](#) of the GDPR/UK GDPR (as the case may be). This includes notifying the ICO of the nature and consequences of the breach within 72 hours, and any measures I have taken to address it, unless the personal data breach is unlikely to result in high risk to your rights and freedoms. I will also notify you without undue delay if the breach is likely to result in a high risk to your rights and freedoms.

How long is your personal data stored for?

I review the personal data (and the categories of personal data) I hold on a regular basis to ensure the data is still relevant to my business and is accurate. If I discover that certain data I hold is no longer necessary or accurate, I will take reasonable steps to update, correct or securely delete this data as may be required. Generally, I will aim to review all personal data held by me every 12 months.

Except where you explicitly agree otherwise or there is legal reason for me to continue storing it, your Contact Information, Financial Information, Communication Information and any other information not specifically mentioned in this privacy notice will be stored securely for a period of 7 years from receipt of the data or after your final session with Laura's Talking Therapies.

Medical Information will be stored securely for a minimum period of 7 years from the date of your last session in my practice, or for as long as is required under relevant law, regulation, policy, practice or procedure.

D. SECURITY

I will take reasonable steps to ensure that appropriate technical measures are carried out in order to safeguard the information I collect from you and to protect against unlawful access, accidental loss or damage.

E. THIRD PARTY SERVICES

My site may contain links to and from the websites of my partner networks, advertisers and affiliates. If you follow a link to an external website, please note that each website has their own privacy policies and that I do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

F. NOTIFICATION OF CHANGES TO THE CONTENTS OF THIS NOTICE

I will post details of any changes to my policy on my website to help ensure you are always aware of the information I collect, use, and in what circumstances, if any, I share it with other parties. Please check laurastalkingtherapies.co.uk regularly for any updates.

G. CONSENT

Please tick one box and sign below. Please discuss any concerns with me and I will try to accommodate your needs.

- “I give consent for Laura’s Talking Therapies to collect, process, store and erase my personal data as set out in this Privacy Notice only to the extent that my consent is required pursuant to this Privacy Notice.”

- “I do not give consent for Laura’s Talking Therapies to collect, process, store and erase my personal data as set out in this Privacy Notice to the extent that my consent is required pursuant to this Privacy Notice.”

SIGNATURE:

Client Name	Client Signature	Date

Therapist Name	Therapist Signature	Date

Laura’s Talking Therapies