



## Privacy Notice

This statement confirms how I, Rachel Hixson of Footprints Counselling & Therapy Services use and protect any information that I receive from you whilst using this service.

I am committed to safeguarding and protecting your information and if I ask you for any information it will only be used in accordance with this privacy statement.

I may change this policy from time to time, in line with legislation and to update it. If we have ceased working together and you would like a copy of my up-to-date privacy policy I am happy to provide one on request. I will also update my website ([www.footprints counselling.co.uk](http://www.footprints counselling.co.uk)) with the most recent policy. This policy is effective from 18<sup>th</sup> July 2019.

For the purposes of Data Protection Act 2018 and General Data Protection Regulations 2016, Rachel Hixson is the data controller for Footprints Counselling & Therapy Services.

## Your data

**Information I collect:** I store your name, telephone number, email address and other personal information that you provide to me, along with any brief notes of sessions.

**How I store information:** I keep brief notes recording the themes of our counselling sessions. These are stored in a locked filing cabinet and shredded confidentially 5 years after your counselling sessions end unless agreed otherwise. Any personal information stored online will be kept securely on a password protected computer. Your contact and appointment details will be kept for 7 years after your counselling sessions end and then shredded confidentially unless agreed otherwise. Any emails, texts, WhatsApp messages or other communications will be deleted at any time but not later than one month after receipt unless they form part of your notes or are needed for legal or insurance purposes in which case they will be kept for 7 years as above. Your telephone number will be stored on my mobile phone under your initials or your first name for the duration of our work together and will be deleted when we end therapy. If I change telephones then your details will be deleted on the old phone. If any

reports are provided on your behalf then these will be stored for 7 years and password protected. I store a note of your appointment in my paper diary which is coded by the use of an allocated reference number and initials to protect your identity. This is kept for 7 years. At the end of these periods respectively I will confidentially shred all paper copies and I will use a specialist software programme to delete any data stored online. If I should die or become incapacitated then you will be notified and my notes will be confidentially shredded within 3 months.

How I use this information: I will use your contact details to engage in my work with you according to our contract, including contacting you about appointments, keeping records such as appointments, running and maintaining my business. I may also keep brief notes of counselling and supervision sessions in order to support me in offering you counselling. I will not use contact information or your session notes for any other purpose other than in this notice and my contract. If for any reason I am asked to provide a report of the sessions to another professional – eg at your request then this will be sent to you, password protected for your approval before it is provided to the person requesting it. It will also be stored for 7 years.

**Your rights and Access to Information:** You have the right to ask to see any information that I hold about you. Unless prevented from doing so by legal reasons, I will arrange a session to discuss this with you in more detail and aim to provide this information to you within a month of your request. You also have the right to ask me to change any information that I hold that is incorrect and to ask me to delete any information that I hold about you. I will do this except for any information I need to hold for legal purposes such as my business tax purposes. This does include diary appointments and any session notes.

**Complaints:** If you wish to complain about how I hold your data in any way then in the first instance please contact me, Rachel Hixson, as the data controller of Footprints Counselling & Therapy Services at [www.footprintstherapy.co.uk](http://www.footprintstherapy.co.uk). If you have any further concerns which are not addressed then you should contact the Information Commissioner's Office at or 0303 123 1113.

**Breaches:** I will report any data breach to the Information Commissioner, to the National Counselling Society and to you within 72 hours if it becomes apparent that any data is stolen.

**Contact:** If you wish to contact me with questions, concerns, complaints or request for your information please contact me in writing at Rachel Hixson, Footprints Counselling & Therapy Services, 9 Paddock Gardens, Alveston, Bristol BS35 3LF.

**Date:** 18<sup>th</sup> July 2019.