

Ren Bateson
Estuary Counselling and Psychotherapy

MA Psychotherapy/Counselling
BACP Registered Counsellor/Psychotherapist
Registered Member MBACP

Privacy Notice

This statement confirms how I, Karen Bateson, use and protect any information that you give me while using this service.

I am committed to safeguarding and protecting your information. If I ask you for any information it will only be used according to this privacy statement. I may change this policy from time to time with legislation and whilst we are still working together I will provide you with a copy of any change.

If we have ceased working together and you would like a copy of my up to date privacy policy then I will provide one on request. I will also update my website and would advise you that you check from time to time to be aware of any changes. This policy is effective from 21st August 2018.

For the purposes of the Data protection Act 1998 and the General Date Protection regulation 2016 *Karen Bateson* is the data controller of Estuary Counselling and Psychotherapy.

Your data

Information I collect: I store your name, telephone number and email address and other personal information that you provide me with. I will also write and keep brief notes of sessions.

How I store information: I keep brief notes recording the themes of our counselling and psychotherapy sessions. These are stored in a locked filing cabinet and securely destroyed 5 years after your therapy sessions end unless agreed otherwise.

Your contact details are kept separately and will be destroyed after your work is complete with me, unless otherwise agreed. Your telephone number will be stored in my mobile phone under your first name and surname initial and will only be kept until your sessions with me end at which point it will be deleted. Any emails, texts or other e-communications will be kept for a month after receipt and then destroyed, unless they form part of your notes. Your appointment details and fees record will be kept for 7 years as they are needed for income tax purposes.

How I use this information: I will use your contact details to engage in my work with you according to my contract with you including contacting you about appointments, keeping records of contact communications, running and maintaining my business. I also keep brief

notes of therapy sessions in order to support me in offering you counselling / psychotherapy. 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 sessions – e.g. at your request or at the request of a funding organisation – then this will be sent to you, password protected, for your approval before it is provided to the person requesting it. It will be stored with your other records and destroyed securely after 5 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 provide this information to you within a month of your request. I am happy to look at this with you in a session. You also have the right to ask me to change any information about you 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.

Complaints: If you wish to complain about how I hold your data in anyway then in the first instance please contact me Karen who is the data controller of Estuary Counselling and Psychotherapy at office@estuarycounsellingandpsychotherapy.com. If you have any further concerns which are not addressed then you should contact the Information Commissioner's Office (ICO) at <https://ico.org.uk> or 0303 123 1113.

Breaches: I will report any data breach to the ICO, to BACP and to yourself within 72 hours if it becomes apparent that any data is stolen. My data protection registration reference is A8396623.

Contact: If you wish to contact me with questions, concerns, complaints or request for your information then please contact me, Karen Bateson, by email or telephone as follows:

Email: office@estuarycounsellingandpsychotherapy.com

Mobile: 07478 678080

21st August 2018