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**Privacy Policy**

Data Protection

Privacy Policy

(Revised August 2018)

# Introduction

Please be reassured, that Gravesham Counselling Service respects your rights to confidentiality, and as outlined in our agreement, we will respect your right confidentiality with regards to the content of our sessions at all times. \*\**As discussed, in exceptional circumstances, where we are concerned for your or someone else’s wellbeing, or after disclosure of incidents regarding terrorism, or other very serious crime, confidentiality may be broken, but we will always try and discuss this with you first. \*\**

# Our website (Graveshamcounsellingservice.com)

This website and its owners take a proactive approach to user privacy and ensure the necessary steps are taken to protect the privacy of its users throughout their visiting experience. This website complies with all UK national laws and requirements for user privacy.

# Personal information

Whilst using our website, software applications or services, you may be required to provide personal information (name, address, email, account details, etc.). We may use this information to administer our website, applications, client databases and marketing material. We will ensure that all personal information supplied is held securely in accordance with the General Data Protection Regulation (EU) 2016/679, as adopted into law of the United Kingdom in the Data Protection Act 2018. Further, by providing telephone, fax and email details, you consent to Gravesham Counselling Service contacting you using that method. You have the right at any time to request a copy of the personal information we hold on you. Should you wish to receive a copy of this, or would like to be removed from our database, please contact us at [graveshamcounselling@mail.com](mailto:graveshamcounselling@mail.com)

# Information collection and use

## **How do we collect information?**

Gravesham Counselling service collects information in three possible ways:

1. *When you directly give it to us (“Directly Provided Data”)*

When you attend counselling, we will take down personal details from you as part of our assessment process. Whilst attending counselling or communicating in us with us in other ways, you may choose to voluntarily give us certain information – for example, by filling in forms, sending texts or other electronic messages. All this information is regarded as confidential, unless we are bound to break confidentiality as outlined in the introduction above \*\*

1. *When you give us permission to obtain from other sevices (“User Authorised Data”)*

Depending on your circumstances you may give us permission to obtain information from your GP, or another health professional. You may also ask us to see your partner or family member as a part of the therapeutic process. This will not be done without your permission.

1. *When we take professional notes for our records.*

It is usual practice for counsellors to write brief notes regarding sessions. These will be written inconspicuously using initials only, and never the clients name, They will always be stored securely and you have the right to see your notes at any time upon request.

**How long do we keep your data for?**

Gravesham Counselling Service will not retain your personal information longer than necessary. We will hold onto the information you provide either while you are attending counselling, or as needed to be able to provide the Services to you, or (in the case of any contact you may have with us) for as long as is necessary to provide support-related reporting and trend analysis only.

If legally required or if it is reasonably necessary to meet regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce our Terms and Conditions, we may also retain some of your information for a limited period of time as required, even after you have stopped counselling or it is no longer needed to provide the Services to you.

Registration/Assessment forms

Gravesham Counselling Service will not sell or rent your personally identifiable information, gathered as a result of filling out the site registration form, to anyone. We will not use any information on your assessment forms for these purposes either.

**Choosing how we use your data**

We understand that you trust us with your personal information, and we are committed to ensuring you can manage the privacy and security of your personal information yourself.

With respect to the information relating to you that ends up in our possession, and recognising that it is your choice to provide us with your personally identifiable information, we commit to giving you the ability to do all of the following:

* You can verify the details you have submitted to us by contacting Fiona Phillips; [graveshamcounselling@mail.com](mailto:graveshamcounselling@mail.com) Our security procedures mean that we may request proof of identity before we reveal information, including your e-mail address and possibly your address.
* You can also contact us by the same method to change, correct, or delete your personal information controlled by Gravesham Counselling Service regarding your profile at any time. Please note though that, if you have shared any information with others through social media channels, that information may remain visible, even if your account is deleted.
* We may retain archived copies of your information as required by law or for legitimate business purposes.

You can update us on your details at any time by notifying Fiona Phillips.

* You can request a readable copy of the personal data we hold on you at any time. To do this, please contact us at [graveshamcounselling@mail.com](mailto:graveshamcounselling@mail.com), or speak to Fiona Phillips in person.

**Please note, we are constantly reviewing how we process and protect data. Therefore, changes to our policy may occur at any time. We will endeavour to publicise any changes.**