



DATA PROTECTION

Whilst the Data Protection Act 2018 places duties on organisations and individuals to process personal information fairly and lawfully, it is not a barrier to sharing information, where the failure to do so would result in a child being placed at risk of harm.

As part of a child's needs, Zarya Counselling recognises the importance of sharing between professionals and local agencies in line with the government's Working Together to Safeguard Children 2015.

Zarya Counselling is registered with the Information Commissioner's Office (ICO) and is committed to ensuring that all data is compliant with GDPR regulations. This includes ensuring that personal information is stored in a secure place and is password protected, and that anyone receiving information from Zarya Counselling has opted into such communications.

Your Rights to GDPR (2018)

- If you would like to see the information that I hold about you, or would like to correct, update or delete any records, please email me annetta@zaryacounselling.com
- If you have any concerns about my use of your data, I will do my utmost to resolve any concerns you have. If for any reason I cannot resolve the issues you may choose to contact the ICO directly.

What Information will I collect about you and / or your child?

- Name
- Gender
- Date of birth
- Telephone number
- Email address
- GP Information
- Medical Conditions and any prescribed medication
- Counselling History
- Yours and/or your child's presenting difficulties
- Information regarding yours and your child's relationship
- Your aims and hopes moving forward

What documents will I hold about you and/or your child?

- Referral/Consent Form
- Contact and GP information
- Privacy Policy Online
- Working Online Consent form
- Clinical Logs following each session

How I store your personal Information

- All forms and information are stored digitally on an encrypted USB drive which is stored in a locked place. During the intake process you will be assigned a client code which will be assigned to your Clinical Logs.
- Your telephone number will be stored on a work allocated mobile phone. Your telephone number will be saved under your allocated client ID code and the mobile phone will be passcode protected.
- Your email address and email correspondence will be stored in an encrypted email account, under your client code. For online working via Zoom, please see my 'Online Working Agreement' for further information regarding the storage of your online data.
- If paying by bank transfer, your name may appear on my bank statements which are confidential between myself and my bank. My bank account name is not specific to psychotherapeutic counselling.

Sharing of Data

There are a limited number of times where I may need to share your information. Wherever possible, this will be done with your knowledge and consent. These instances are as follows:

1.1 In emergencies

In keeping with my safeguarding policy, if I feel you or your child are at risk then I will need to share your information with the relevant health or social care services (social services, GP or Mental Health Crisis team). In instances of an emergency during our session time I am likely to contact your next of kin.

If I become aware of your intent to cause harm to another person/organisation, the law requires that I inform the authorities without seeking your permission. In such a situation, the law requires that I share your personal information without your knowledge.

1.2 In Clinical Supervision

It is an ongoing requirement of the BACP that I attend regular Clinical Supervision for continual monitoring of my practice and own self-development. There are times where aspects of our sessions will be taken to supervision to monitor my practice; at no time will your full name or any identifiable information be mentioned, and my supervisor is also committed to our contracted confidentiality.

Erasing your information

Due to legal obligations, Insurance obligations, HM revenue & customs (HMRC) and BACP requirements placed upon me, your information is kept during the time we are working together and the contact information for seven years thereafter. After this date, all data will be destroyed. When we have finished working together, I will erase electronic copies of your information, clinical logs and correspondence within one month.

Lawful Basis for processing your data

The lawful basis for my holding and using your personal information to provide you with psychotherapeutic support is consent. By consenting, you agree to allow me to process your information for the purposes detailed in this agreement.

You can also contact the Information Commissioner's Office: <https://ico.org.uk>