**Privacy Policy**

When we meet via video counselling or telephone, I will confirm that the information you give me will be for the sole purposes of counselling and there will be no third party involvement except:-

* any stated purposes I tell you about when you supply me with information
* as part of my duty to protect a child, a vulnerable adult, yourself, or the public
* for the prevention and detection of a crime
* if I am required to do so by any court or law

**What information do I record?**

The information I request from you may include personal or sensitive information and includes:

* Surname and First name
* Address
* Telephone numbers and email address in order to contact you
* Date of birth and age
* Doctors name and address (consultation will only take place after discussion with you or in the case of an emergency)
* Next of kin (only needed in the case of an emergency)
* Reason for current request for counselling
* Occupation
* Medication
* Any previous counselling and/or psychiatric care and was it helpful
* Any social worker involvement now or ever
* Any addictions
* Alcohol units per week

**What do I use it for?**

* to maintain records
* respond to any enquiries you make
* account for my decisions and investigate complaints
* meet my statutory obligations, eg visits by my own regulator BACP or COSCA
* identify and protect those at risk of harm
* ensure the accuracy of my records

**Information security**

I recognise that the information you provide may be sensitive and I will respect your confidentiality. I keep information about you in paper format confidentially. This means I store it securely and control who has access to it. I will only share such information with; my supervisor (in line with BACP and COSCA guidelines); if there is

a risk of harm to yourself or others; for the prevention and detection of a crime; if a court subpoenas the information.

**Corrections and concerns**

If you believe that information I hold about you is incorrect or out of date, or if you have concerns about how I am handling your personal information, please contact me and I will try to resolve those concerns.

If you wish to have your personal information deleted, please let me know and I will take reasonable steps to delete it (unless I need to keep it for legal, auditing, or internal risk management reasons). I will shred all paperwork seven years from our last session date and delete your telephone contact details and email details from my electronic devices after our last session.

If I become aware of any ongoing concerns or problems concerning my privacy practices, I will take these issues seriously and work to address them.

**Data controller and Data processor**

I am also known as the above. I am responsible for collecting and processing your personal information. Processing includes the organisation, retrieval, consultation, use and deletion or destruction of information and its disclosure to other agencies.

The information you provide will be processed mainly in connection with the administration of my services. You can view my registration at the [Information Commissioner's (ICO) website](https://ico.org.uk/). My registration number is ZA279426.

If you have difficulty understanding this information or want to ask more questions, please contact me.

**Contact me**

07985 341052

[lesleydwatt@icloud.com](mailto:lesleydwatt@icloud.com)

**Client Signature**

I have read and understand this privacy policy and I give my signed consent to the above. You have the right to withdraw consent at any part of the process by advising me in writing.

Client’s Signature .............................................................. Date ...............................