

Privacy Statement

for Lucy Whitehead MBACP and Lkw Therapy

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Introduction

Your privacy is very important to me and you can be confident that your personal information will be kept safe and secure and will only be used for the purpose it was given to me. I adhere to current data protection legislation, including the General Data Protection Regulation (EU/2016/679) (the GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

This privacy notice tells you what I will do with your personal information from initial point of contact through to after your therapy has ended, including:

- Why I am able to process your information and what purpose I am processing it for
- Whether you have to provide it to me
- How long I store it for
- Whether there are other recipients of your personal information
- Whether I intend to transfer it to another country
- Whether I do automated decision-making or profiling, and
- Your data protection rights.

If you have any questions about my data protection policy and you can contact me via lucy@lkwtherapy.co.uk.

'Data controller' is the term used to describe the person/ organisation that collects and stores and has responsibility for people's personal data. In this instance, the data controller is me. I am registered with the Information Commissioner's Office.

My lawful basis for holding and using your personal information

The GDPR states that I must have a lawful basis for processing your personal data. There are different lawful bases depending on the stage at which I am processing your data, as per the below:

If you have had therapy with me and it has now ended, I will use legitimate interest as my lawful basis for holding and using your personal information. If you are currently having therapy or if you are in contact with me to consider therapy, I will process your personal data where it is necessary for the performance of our contract.

The GDPR also makes sure that I look after any sensitive personal information that you may disclose to me appropriately. This type of information is called 'special category personal information'. The lawful basis for me processing any special categories of personal information is that it is for provision

of health treatment (in this case counselling) and necessary for a contract with a health professional (in this case, a contract between me and you).

How I use your information

Initial contact

When you contact me with an enquiry about my counselling services I will collect information to help me satisfy your enquiry. This will include name, email address, telephone number. Alternatively, your GP or other health professional may send me your details when making a referral or a parent or trusted individual may give me your details when making an enquiry on your behalf. If you decide not to proceed I will ensure all your personal data is deleted within 30 days. If you would like me to delete this information sooner, just let me know.

While you are accessing counselling

Everything you discuss with me is confidential. That confidentiality will only be broken if you pose a harmful risk to yourself or others and/or you are at risk of harm from others and/or you disclose information about money laundering, terrorism, human/drug-trafficking, FGM, or if I am required to do so by subpoena. I will always try to speak to you about this first, unless there are safeguarding issues that prevent this.

I will keep a record of your personal details to help the counselling services run smoothly. These details are kept securely on my password-protected laptop in password-protected files and are not shared with any third party. I will keep written notes of each session; these are kept on my password-protected laptop in password-protected files and/or in a secure, locked cabinet.

For security reasons, any text or email correspondence will be deleted after 30 days if it is not important. If there is relevant information contained in a text message or email I will copy the information to the session notes that I retain securely (see above) and will delete the original correspondence within 30 days.

After counselling has ended

Once counselling has ended your records will be kept for five years from the end of our contact with each other and are then securely destroyed.

Third party recipients of personal data

I sometimes share personal data with third parties, for example, where I have contracted with a supplier to carry out specific tasks. In such cases I have carefully selected which partners I work with. I take great care to ensure that I have a contract with the third party that states what they are allowed to do with the data I share with them. I ensure that they do not use your information in any way other than the task for which they have been contracted.

Sharing information with other professional colleagues

I am a member of the British Association for Counselling and Psychotherapy (the BACP) which requires me as a member to comply with their codes of ethics, which include principles relating to the confidentiality and privacy of client information. The code may be found at:

<https://www.bacp.co.uk/events-and-resources/ethics-and-standards/ethical-framework-for-the-counselling-professions>.

I am required to have my work regularly reviewed by a qualified and trusted member of the BACP to make sure that I maintain a high standard of care. Any personal information about you that is shared as part of a professional review will always be protected by pseudonymisation, and my colleagues, like me, are governed by rigorous ethical standards as well as the law.

I am also required to share your name and contact details with a member of my psychotherapeutic community who is known as a Professional Executor. The purpose of doing so is to ensure that someone can notify you if I die or become incapacitated unexpectedly. I do not share special category data about you.

Your rights

You have a right to ask me to delete your personal information, to limit how I use your personal information, or to stop processing your personal information. You also have a right to ask for a copy of any information that I hold about you and to object to the use of your personal data in some circumstances. You can read more about your rights at ico.org.uk/your-data-matters.

If I do hold information about you I will:

- give you a description of it and where it came from;
- tell you why I am holding it, tell you how long I will store your data and how I made this decision;
- tell you who it could be disclosed to;
- let you have a copy of the information in an intelligible form.

You can also ask me at any time to correct any mistakes there may be in the personal information I hold about you. To make a request for any personal information I may hold about you, please put the request in writing addressing it to lucy@lkwtherapy.co.uk. If you have any complaint about how I handle your personal data please do not hesitate to get in touch with me by emailing the contact details given above. If you want to make a formal complaint about the way I have processed your personal information you can contact the ICO which is the statutory body that oversees data protection law in the UK. For more information go to ico.org.uk/make-a-complaint.

Data security

I take the security of the data I hold about you very seriously and as such I take every effort to make sure it is kept secure. I use a password-protected laptop and password-protected files and/or a locked filing cabinet.

Visitors to my website

When someone visits my website I use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. I do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way that does not identify anyone. I do not make, and do not allow Google Analytics to make any attempt to find out the identities of those visiting my website. I use legitimate interests as my lawful basis for holding and using your personal information in this way when you visit my website. I use Google Analytics so that I can continually improve my service to you. You can read Google Analytics privacy notice here <https://policies.google.com/technologies/partner-sites>.

I use Webhealer as the content management system for my website - find out about Webhealer and data protection here: <https://www.webhealer.net/privacy-policy>. Like most websites we use cookies to help the site work more efficiently - find out about our use of cookies here: <https://lkwtherapy.co.uk/wp-content/uploads/sites/2596/2023/11/COOKIES-POLICY-TEMPLATE.pdf>. No user-specific data is collected by me or any third party. If you fill in a form on my website, that data will be temporarily stored on the web host before being sent to me.