Privacy Policy

https://www.counselling-with-lauren.co.uk/

Your Rights under GDPR (General Data Protection Regulations)

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 am registered as the Data Controller for my business with the Information Commissioners Office (ICO) and take the protection of your data very seriously. More information is available from www.ico.org.uk.

This privacy notice tells you what I will do with your personal information from the initial point of contact through to after your therapy has ended. You have the right to:

- Access any of the information that I collect plus any other content that forms part of your counselling record, including notes (There shall be an expectation that it will be possible to read and understand what this means without expert knowledge).
- Know if your personal information has been forwarded to a third-party (such as a fellow healthcare professional, consultant or GP).
- Have any invalid information about you corrected.
- Have your personal data deleted by me if you decide to end our working agreement.
- Prevent further use or processing of your information.
- Expect your counsellor to take appropriate measures to protect your data.
- Be notified if critical information about you was inappropriately accessed and was deemed to be a critical breach.
- Not to have your personal information transferred outside the UK or EEA.
- Know how your personal information is being used by your counsellor.

I am happy to talk through any questions you might have about my data protection policy and you can contact me via phone or email. I maintain registration with the Information Commissioner's Office (ICO), the UK's independent body that upholds information rights. More information is available from www.ico.org.uk.

As a 'Data Controller' of your personal data, I agree to: only collect data from you that is relevant to your counselling; not pass on your personal data to any third parties for marketing purposes; discuss with you regarding your consent if I need to communicate with other health professionals (such as your GP) about your care; for your counselling records, use paper notes that are kept securely under lock and key and electronic notes that are kept on a password-protected computer.

I store your contact details on my electronic devices which are password protected. After three months of our working relationship ending, I will delete your information. You have a right at any time to ask what information I hold on you.

Personal Data Held

When you begin counselling, I hold some additional information and personal details as part of my working practice. This includes:

- You name, email and telephone number

- Where relevant, name and age of the child or young person accessing counselling
- Name, contact detail and relationship to you of an emergency contact
- Details of any medical conditions relevant to your counselling
- Details on why you would like counselling and if you have accessed counselling or therapy in the past
- Details relating to your sexual orientation and preferred gender pronouns (this is collected as an optional extra, and is not essential to hold for your counselling)
- Details relating to your current emotional state

Confidentiality
Our relationship is confidential, and no information will be shared without your consent. The exception to this would be if there was concern about the safety of you as the client or of another person or information is required to be released by law. These include when there is an inference to an act of terrorism, money laundering or drugs trafficking. Where possible, unless the risk was imminent, I would discuss this with you before making an appropriate disclosure.

Supervision & Notes
I attend regular supervision and may use my notes to enable my supervisor to both monitor and help me with my work. This is considered standard practice for all counsellors and therapists and my supervisor is also bound by the same confidentiality and ethical practices. Your identity will be anonymised and protected at all times.

Social Media Statement
I engage with social media privately and professionally, and you may see some of my online presence and activity, if you also use social media. I will never identify you as a client on any social media platforms. I will reply to direct messages that are private, but will not comment or reply if they are on public domains. I will also not accept friendships requests, or 'follow' options through my personal social media accounts with any clients. It is important to uphold professional boundaries with client therapeutic relationships and I do not wish to distort these boundaries.

If you have any concerns about the use of your personal data, please contact me directly in person or via email to discuss; enquiries@counselling-with-lauren.co.uk.