



GDPR Privacy Statement

1. Introduction

This Privacy Statement explains how I collect, use, store, and protect your personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. As your counsellor/therapist, I am committed to maintaining confidentiality, privacy, and data security.

2. Data Controller

I am the Data Controller for all personal information you provide during the course of therapy.

Contact details:

- Name: Paul Norris
- Email: info@paulrichardcounselling.co.uk
- Phone: +447386 474925

3. Categories of Information I Collect

I may collect and process the following categories of data:

Personal Identification Information

- Name, address, date of birth, contact details
- Emergency contact information
- GP details (with consent)

Therapeutic Information

- Background history
- Session notes
- Correspondence relating to therapy

Special Category (Sensitive) Data

- Mental health information
- Physical health or medication details
- Relevant personal history

4. How I use your information

Initial Enquiries:

- Following your initial enquiry I may ask for information including name, contact details, an outline of the reasons you are seeking counselling and information regarding your mental health which might be relevant
- If you decide not to proceed I will ensure all your personal data is deleted within 7 days (or sooner if preferred)

During Counselling:

- Your confidentiality will only be broken if there is a serious risk of harm to yourself or others and I will always try to speak to you about this first, unless there are safeguarding issues that prevent this
- I will produce electronic records following each session and these will be stored on encrypted services
- Email correspondence will be deleted after 90 days

After Counselling:

- Once counselling has ended your records will be kept for 7 years from the end of our contract, or earlier if preferred, and then deleted

I have a requirement to justify the lawful basis on which I am holding your data and have outlined these below:

- **Contract** – I will use data collected via the 'Client Intake Form' including name, and email address in order to setup / cancel / reschedule appointments and to fulfil my contractual obligations
- **Legitimate Interests** – Once your counselling comes to an end I will use this basis as a justification for holding your records and personal information

5. Confidentiality & When Information May Be Shared

Confidentiality is maintained except when:

1. You give consent for information to be shared
2. Disclosure is required by law
3. There is serious risk of harm to you or others
4. Safeguarding concerns involve a child or vulnerable adult
5. Terrorism or money-laundering laws require disclosure

6. How Your Information Is Stored

Information is securely stored using on a web-based platform using:

- Encrypted digital records
- Two-factor authentication login

7. Retention Periods

- Clinical notes are kept for 7 years after therapy ends
- Contact details may be deleted sooner if no longer required

8. Your Rights Under UK GDPR

You have the right to:

- Access your data
- Request correction
- Request deletion (where applicable)
- Withdraw consent
- Restrict or object to processing
- Data portability

To understand more about your rights please visit ico.org.uk/your-data-matters.

9. Communication

I will contact you using only the details you provide and only for therapy-related purposes.

10. Data Breaches

You will be notified of any data breach that poses a risk to your rights or privacy.

11. Complaints

If you have a complaint about how I have handled your personal data please contact me in order that I can try and resolve the problem and improve my own practices.

Alternatively, if you would like to make a formal complaint you can contact the ICO (details below) which is the statutory body that oversees data protection law in the UK. For more information go to ico.org.uk/make-a-complaint.

Information Commissioner's Office (ICO)

www.ico.org.uk

0303 123 1113