

Sally Pendreigh Counselling

Data Protection/Privacy Policy

This document explains how I use and protect information about you in the course of our work together. This is a requirement under the General Data Protection Regulation (GDPR, effective from 25 May 2018). And is in keeping with my registration with the Information Commissioner's Office (registration number ZA220704).

Information I hold: You give me certain information when you contact me - your name, email address and/or telephone number. If we work together, I keep this personal information so I can contact you. I keep records of our sessions (the dates involved and whether you attend or not), and brief notes of our sessions (which are factual, hand-written and do not include any information which would identify you). I keep your personal contact details and any information about the content of our sessions absolutely separate.

Storage & security: My session notes are handwritten and kept in a locked drawer for which only I have a key. Nothing in the notes identifies you by name, telephone number, postal or email address, or any other identifying information. The case file in which I keep your notes identifies you by a reference number I allocate you and your initials.

Any email contact between us is kept in my business email account which is password-protected. Your phone number is logged in my contacts with only your first name and/or a surname initial. Nothing in my contacts list identifies you as a client because all my contacts are logged in the same way. As extra security, my phone is password-protected.

In line with good practice, I keep my paper and electronic records of you and our sessions for three years after the last date of contact. I delete your phone number from my contacts list the day after our last session or a calendar month after our last contact.

Access: If you wish access to the information I hold about you, please make the request in writing to my business email address (counselling@sallypendreigh.com). I will arrange for you to get a copy within one calendar month. If you feel anything is inaccurate, then you are entitled to ask me to amend the records. If we can't agree on the accuracy of something, then the record will record both views.

Contact: In the event that anything happens to me and I cannot get in contact with you myself, I have an arrangement in place which will mean that a trusted colleague will contact you to let you know that I cannot meet with you on a particular day or time. They will only have access to your first name and contact details, nothing about the content of the work we do together. The contact will only be for your information, and with your interests at heart.

Website cookie policy: Cookies are small text files that some websites create and store on your computer. They are used to hold information that the website can use if you visit it again. Web industry recommended practice is that websites which use cookies make this known clearly (they usually request that you enable or disable the cookies). My website does not currently use cookies and I have no plans to change this.

Consent: I am required to obtain your consent to keep the information I hold about you in the way described above. You can provide that consent either by signing the form below, or in response to my sending you an email with a copy of these arrangements .

Signed: (client) Date:.....

Signed: (counsellor) Date:.....