

# PRIVACY POLICY

## My Commitment to Your Privacy

This statement confirms how I, Julie Riviere, use and protect the personal information you provide to me while we work together. Your privacy is of the utmost importance, and I am committed to ensuring that your data is handled securely and respectfully. As the data controller for my private counselling practice, I am responsible for complying with the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR).

This policy may be updated periodically to remain in line with current legislation. I will inform you of any significant changes.

## Legal Basis for Processing Your Data

My legal basis for collecting and processing your personal data is your **consent**. When we begin working together, we will sign a client contract that outlines the terms of our therapeutic relationship, and by signing it, you consent to me processing your data in the ways described in this policy.

Please note, keeping session notes is a fundamental requirement of my professional practice and my registration with the BACP. If you do not consent to me keeping notes, I will unfortunately be unable to offer you ongoing therapy.

## What Information I Collect

- **Contact Information:** Your name, telephone number, and email address.
- **Emergency Information:** The name and contact details of your GP and your designated emergency contact.
- **Session Notes:** I keep brief, factual notes from our therapy sessions to support our work. These are anonymised and stored separately from your personal details and are for my professional use to ensure the quality and continuity of your care.
- **Client Contract:** Your signed client contract is stored securely.
- **Financial Information:** If you pay by bank transfer, your account details will appear on my bank statements. I am required to keep financial records for tax purposes.

## How I Store Your Information

Your privacy is paramount, and I take the security of your information very seriously.

- **Digital Information:** Your phone number is stored in my business mobile phone, and your email address in my email account. My phone and computer are password-protected and are not accessed by any other person. Emails and text messages are deleted when no longer needed.
- **Written Information:** Your signed client contract and any handwritten session notes are kept in a locked filing cabinet.

## Confidentiality and Its Limits

Everything you discuss with me is confidential. However, there are specific circumstances where I may be legally or ethically required to break confidentiality. These are:

- **Serious Risk of Harm:** If I believe you or another person is at serious risk of harm, I have a professional duty to contact the relevant authorities, such as your GP or the emergency services.

- **Legal Obligation:** If I am compelled by a court of law, or if you disclose information relating to acts of terrorism, money laundering, or drug trafficking, I am legally required to report it.

I will always attempt to discuss any potential breach of confidentiality with you beforehand, unless there are legal or safety reasons that prevent me from doing so.

## How I Use Your Personal Information

- **To Provide Therapy:** I use your contact details to arrange and communicate about our appointments.
- **Clinical Supervision:** As a requirement of my BACP registration, I attend regular clinical supervision to ensure my practice is safe and ethical. I may discuss our work, but I will never use your name or any information that would identify you.
- **Clinical Executor:** In the event of my death or sudden and serious incapacity, I have appointed a trusted professional colleague, Jill Paterson, as my Clinical Executor. They would be given access to your name and contact details for the sole purpose of informing you of the situation and discussing how best to manage the ending of your therapy.

## How Long Do I Keep Your Information? (Data Retention)

- In line with my professional insurance requirements, I keep your personal data and session notes for **7 years** after our last session. After this period, all your records will be securely destroyed.

## Your Rights and Access to Information Under UK GDPR

You have several rights regarding the data I hold about you:

- **Right to be Informed:** You have the right to know how I use your data (this document fulfils that right).
- **Right of Access:** You have the right to request a copy of the information I hold about you. To make a request, please contact me directly. I will provide the information to you within 30 working days.
- **Right to Rectification:** You have the right to have any inaccurate information corrected.
- **Right to Erasure:** You can request that I delete your records. Please note that my requirement to keep records for 7 years for insurance purposes may override this right.
- **Right to Restrict Processing:** You have the right to request that I limit the way I use your data.

## Complaints

If you have any concerns about how I handle your data, please contact me in the first instance. If you are not satisfied with my response, you have the right to complain to the Information Commissioner's Office (ICO). You can contact them at <https://ico.org.uk/concerns/> or by calling 0303 123 1113.

## Data Breaches

In the unlikely event of a data breach, I will report it to the ICO and to you within 72 hours.

## Contact

If you have any questions about this privacy policy, please do not hesitate to contact me:

- **Name:** Julie Riviere
- **Email:** [contact@therapywithjulie.co.uk](mailto:contact@therapywithjulie.co.uk)
- **Phone:** +44 7920 077 869