



# *Inside Matters* *Counselling Ltd*

## **GDPR Privacy Notice**

Inside Matters Counselling Ltd are serious about the confidentiality of clients. This document explains how we comply with the General Data Protection Regulation regarding what data we hold, how and why we store, process and dispose of it.

### WHAT DATA DO WE HOLD?

- Clients' personal details such as name, address, date of birth.
- Contact details for clients/parents/guardians/advocates such as name, address, phone number and email address where necessary and as agreed, where the client is under 18 years.
- Clients' private therapeutic notes including background information, assessments and any paper or electronic correspondence relevant to the therapy. Private therapeutic notes will always be kept secure and separate from any contact details.

### WHY DO WE HOLD IT?

We will use the above information ONLY in relation to the customised therapy for the Client, that has been requested and administration purposes for the delivery of the service requested. We hold contact details securely and only to contact the Client, in relation to the Clients therapy or where necessary for the purpose of arranging the therapy for the client which as agreed may include contacting the Clients parent/guardian/advocate to arrange the therapy sessions.

### DO WE SHARE IT?

We will under no circumstances share any personal details with any third party unless legally obliged to do so. Assessments will be shared if there is reasonable cause to do so in the therapeutic interests of the client, and then only with your explicit consent. In such cases the document will be sent directly and securely to the approved recipient.

### HOW DO WE STORE IT?

We store all client details in a locked filing cabinet, with personal contact details stored separately from private therapeutic notes.

For the protection of the therapist and client, where the client is the child, their personal details and private therapeutic information will be retained for the life of therapist, after which it will be destroyed.

### YOUR CONSENT FOR US TO HOLD YOUR DATA

All data detailed above is held and processed with the consent of the client/their advocate. From 25thMay 2018, Inside Matters Counselling Ltd is legally obliged to obtain consent to process data in the case of all its existing clients. It is necessary to hold this data in order to fulfil the obligations of our contract to provide therapy. This is clear in the contract, and signing the contract gives your consent to Inside Matters Counselling Ltd to hold and process the data as specified in this GDPR Privacy Notice.

## YOUR RIGHTS

Inside Matters Counselling Ltd holds and processes personal details relating to a client's therapy programme only as specified above in accordance with the General Data Protection Regulation.

Where there is lawful basis under the GDPR, clients/their advocates have the right to:

- Request a copy of this data;
- Request correction of any inaccurate or out-of-date data;
- Request erasure of this data when it is no longer necessary to hold it;
- Request the transfer of this data to another data controller;
- Withdraw consent to the processing of this data at any time.

All the above complies with the General Data Protection Regulation using a contract as a lawful basis and consent for processing the data we hold.