

## **Privacy notice**

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. This privacy notice tells you what I will do with your personal information from initial point of contact through to after your therapy has ended. This is in line with the General Data Protection Regulation (GDPR).

I, Celeste Micciche, am registered with the Information Commissioners Office (ICO) as the Data Controller, registration number ZB283713. 'Data controller' is the term used to describe the person/organisation that collects and stores and has responsibility for people's personal data. In this instance, the data controller is me.

### **My lawful basis for processing your data**

The GDPR states that I must have a lawful basis for processing your personal data. If you are currently having therapy or if you are in contact with me to consider therapy, I will process your personal data where it is necessary for the performance of our contract. If you have had therapy with me and it has now ended, I will use legitimate interest as my lawful basis for holding and using your personal information.

The GDPR also makes sure that I look after any sensitive personal information that you may disclose to me appropriately. This type of information is called 'special category personal information'. The lawful basis for me processing any special categories of personal information is that it is for provision of health treatment (in this case psychotherapy) and necessary for a contract with a health professional (in this case, a contract between me and you).

### **How I use your information**

#### **Initial contact.**

When you contact me with an enquiry about my psychotherapy service I will collect some brief information to help me satisfy your enquiry. This will include your name, a contact method, for example an email address or phone number, and details of the problem or issue you require help with. It is also possible that your GP or other health professional may send

me your details when making a referral or a parent or trusted individual may give me your details when making an enquiry on your behalf.

If you decide not to proceed I will ensure all your personal data is deleted within 60 days. If you would like me to delete this information sooner, just let me know.

### **While you are accessing psychotherapy**

If we plan to work together, I will also ask you for other information and I will keep a record of your personal details to help the psychotherapy service run smoothly. These details include date of birth, address, GP's contact information and details of medications for any relevant mental or physical health issues. These details are kept securely - paper records and forms are stored in a locked filing cabinet and all electronic records are password protected. These details are not shared with any third party.

Your name, date of birth, address, contact information, GP's details, email address, signed privacy notice and your signed psychotherapy agreement will be securely stored as a paper file only in a locked filing cabinet.

Email address and emails are stored in an online email account which require password access. Your telephone number may be kept in my mobile phone which is also password protected. For my psychotherapy service I use a different and specific mobile and telephone number that it is only used for my psychotherapy service.

I will keep written notes of each session for the purpose of assisting our work together. The notes do not include any personal details that could be used to identify you and they are stored securely in a locked filing cabinet. Your identifiable information is kept separately from any session notes and are linked by a unique number. I will assign you a reference number that corresponds with a reference number on your therapy notes. This enables me to identify your therapy notes without using your personal details, thus assuring your anonymity.

Rest assured that everything you discuss with me is strictly confidential. That confidentiality will only be broken if there are legal or ethical obligations to disclose, for example, allegations of abuse/neglect of a child or vulnerable adult, serious harm to yourself or others,

threat of a serious committal of crime. In addition, counsellors and psychotherapists are legally bound to disclose data if you, as a client, are involved in planning terrorist offences or if a court of law requires me to disclose information. Your consent to share such information about you is not required in such circumstances, however in the event that confidentiality must be broken I will always try to speak to you about this first, involving you as much as possible in the process and gaining your consent where possible.

Psychotherapists are required to have regular clinical supervision to ensure we work ethically and safely. I may discuss our work with my supervisor and/or psychotherapist colleagues who are also bound to confidentiality. During these sessions any information that may identify you will not be disclosed, and your anonymity will be always guaranteed.

### **After psychotherapy has ended.**

Once psychotherapy has ended your session notes will be kept for 7 years from the end of our contact with each other and are then securely destroyed either by shredding or deletion. Personal information form, your phone number from my mobile phone and emails regarding appointment arrangements will be shredded or deleted within 3 months of our work finishing. If you want me to delete your information sooner than this, please tell me.

### **Third party recipients of personal data**

I will not share any information about you with other organisations or people, except in the following situations:

- In the circumstances stated in the previous paragraph ‘While you are accessing psychotherapy’ and when there are safeguarding concerns e.g. risk of harming yourself or others. This may involve contacting relevant authority or healthcare provider (e.g. your GP, emergency contact and/or services).
- When I need to comply with a legal obligation to which I am subject, for example if a court of law requires me to disclose information.
- If you become unwell during a session with me I may need to contact your GP/emergency contact, emergency services or other appropriate services.
- Where you request me to do so if appropriate.
- To fulfil legal obligations in respect of tax and accounting purposes. Financial records are held both on paper in a locked filing cabinet, and digitally on invoices sent to you

by email. If you make payments by bank transfer, your name may appear on a bank statement or record and I am not able to delete this.

## **Your rights**

Under the GDPR, you have the following rights:

- The right to request access to your personal data held by me and to object to the use of your personal data in some circumstances.
- The right to ask me at any time to correct any mistakes there may be in the personal information I hold about you.
- The right to limit how I use your personal information, to stop processing your personal information, or to delete your personal information.

You can read more about your rights at [ico.org.uk/your-data-matters](https://ico.org.uk/your-data-matters). If you would like to make a request relating to any of the rights above, please send a request in writing by emailing [CelesteM.psychotherapy@gmail.com](mailto:CelesteM.psychotherapy@gmail.com).

Please be aware that in certain situations counsellors and psychotherapists may be unable to comply with the above requests. For example, you cannot demand the destruction of records of financial transactions, or if I am compelled to retain the records by a court of law. Bear also in mind that I need to collect and process your data in order to provide my psychotherapy service and if you object to this, then I may not be able to work with you.

If you have any complaint about how I handle your personal data please do not hesitate to get in touch with me by emailing at [CelesteM.psychotherapy@gmail.com](mailto:CelesteM.psychotherapy@gmail.com). I would welcome any suggestions for improving my data protection procedures. If you want to make a formal complaint about the way I have processed your personal information you can contact the ICO which is the statutory body that oversees data protection law in the UK. For more information go to [ico.org.uk/make-a-complaint](https://ico.org.uk/make-a-complaint).

## **Visitors to my website**

The website uses cookies and Visitor Analytics. Almost all websites use cookies which are small files that get put on your computer by websites as you surf them. These cookies can store lots of information which can have privacy implications. You can control and/or delete cookies by checking your browser settings on each device (for details, see [aboutcookies.org](http://aboutcookies.org)). Visitor Analytics is a simple website analytics service that gathers anonymous data on how people are using websites and then provides visitor statistics, details of page views etc. This service is used by many website owners as the data helps website owners to improve their websites.