

Privacy Policy (including GDPR statement)

To safely and appropriately provide you with counselling I need to collect personal data from you and I need your written consent to collect this data.

Counselling is a confidential process and I do not reveal your personal data or the content of your sessions to a third party without your express permission. The only exceptions to this would be if you were threatening your own life or the life of another, there was a safeguarding issue or you were involved in a crime that falls outside of counselling confidentiality boundaries. In these cases, we may decide to contact emergency services or relevant authorities without your permission.

This privacy policy explains what information I collect, how I use it, where I keep it, how long I keep it for and the procedures that I have in place to safeguard your privacy.

What Information Do I Collect?

I collect the following information on the Talk-Works Registration Card:

- Name
- Address
- Email address
- Landline number
- Mobile number
- Date of birth
- GP name and address
- Your preferred emergency contact and their phone number

When we start therapy I will complete an assessment, during which I will gather the following information from you:

- Mental health history
- Family history
- Current medications
- Name and contact details of medical or mental health professionals managing your care
- Family history
- CORE-OM 34 assessment

During your therapy I will keep:

- Brief notes to record the content of each session
- A record of any homework tasks that may have been agreed

How do I use this information?

- To accurately identify you and thereby safely and confidentially work with you.
- To identify all of the factors that may be contributing to the problem you are seeking help with.
- To monitor and measure the effectiveness of my service.

Where do I keep this information?

Electronic communications between us are kept on the passcode protected computer of our Data Processor. Our Data Processor's computer is stored in a locked office to which only the Data Processor and Data Controller have access.

Your referral, registration card, assessment and therapy data is kept in paper format which is stored in a locked metal filing cabinet in a locked office to which only the Data Processor and Data Controller have access.

Your pack may be transferred between the therapy rooms using a portable locked filing box.

How long do I keep your data for?

I store your client papers in a locked filing cabinet for a minimum of 7 years after you finish therapy with me, in line with guidance from our insurers, after which point they are shredded. Your records in this service are not classed as medical records or public records.

How do I safeguard your privacy?

Other than your enquiry and registration information, all documentation is identified by your initials only.

The only people who have access to your data are our Data Controller, our Data Processor and your Counsellor (me)

You will not be personally identified in any reports that monitor and measure the effectiveness of my service.

I have regular supervision to ensure that I am providing the best standards of care for you. You are identified in supervision by your first name or initials only. Supervisors may keep records of the guidance they have offered which would not be directly identifiable to you and which would be stored in line with their individual Privacy Policies. Supervisors do not have access to your client pack. In line with my accrediting organisations' best practices I have a professional executor who would contact you in the event of my death or incapacity.

Subject Access Request

Should you wish to access your data or have it destroyed before 7 years have elapsed you may submit your request in writing to our Data Controller. Each application will be considered on an individual basis and any decision to provide access to or destroy your personal data will be reached only after consultation with our insurers and professional bodies.

Data Breaches

Talk-Works strives to do its utmost to protect your data. However, in the event of a personal data breach the following actions will be taken.

- All breaches will be reported with 72 hours to the data protection officer where deemed necessary.
- If the breach is likely to result in a high risk of adversely affecting individuals' rights and freedoms, Talk-Works will inform those individuals without undue delay.
- A record of any personal data breaches will be kept.

For the purposes of The General Data Protection Regulation (GDPR), Tom Corbishley shall be the data controller, data processor and the data protection officer (DPO) for Talk-Works. ICO Reg. No. ZA309648

I have read and understood this Privacy Statement. I give Tom Corbishley permission to collect, store and use my personal data as detailed in this document in the provision of my therapy.

Name: _____ Signed: _____ Date: _____