



Ellie Counselling

Privacy Policy

I want everyone to feel confident and comfortable with how any personal information you share will be used and stored. This Privacy Policy sets out how personal information that could identify you is collected and stored. My trading name is Ellie Counselling.

I am registered with the Information Commissioner's Office number: C1135048 and adhere to current data protection legislation, including the General Data Protection Regulation (EU/2016/679) (the GDPR) and the Data Protection Act 2018.

If you have any questions regarding this Privacy Policy please feel free to contact me at counsellingellie@gmail.com.

Information I store

When you contact me about counselling, I will ask your name and contact information (mobile or email address) and a brief summary of why you want counselling. This information is used to arrange an initial call and first session.

In our first session, as well as your name and preferred contact details, information collected includes date of birth, home address, the name and address of your doctor, any medication you may be taking and employment status. I will also ask questions about your family, lifestyle and history of mental health related problems. These questions are asked to get a better idea of what you want from counselling and to establish whether I am the right type of counsellor for you.

If the counselling work does not proceed beyond this, all information collected will be securely destroyed.

During counselling, anonymous session notes will be made. These notes will not be shared with anyone unless I am legally required to do so.

How your information is used:-

- To arrange our counselling appointments and notify you about any changes that may need to be made.
- To provide counselling services.
- To fulfil administrative, legal, ethical and contractual obligations.

Telephone numbers will be stored by first name and surname initials. Text or email communications will be used for the purpose of organising sessions. These communications will only be stored for as long as is reasonably necessary.





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What information is shared?

I do not undertake direct marketing with individuals nor are your contact details shared with organisations in order to contact you for any marketing activities.

Confidentiality

The counselling relationship is a confidential space. However, there are some circumstances where I may be required by law or ethical responsibilities to break confidentiality. These circumstances are outlined below:-

- Supervision – it is an ethical requirement for all practicing counsellors to have regular supervision.
- Consent – Information may be shared with other medical professionals or others whom you have requested or agreed we need to contact.
- Serious Harm – if it is believed that you or someone else may be at risk of serious harm, particularly children or vulnerable adults.
- Compliance with the law – information may be shared where the law requires, such as safeguarding, terrorism, drug trafficking or serious crime.
- Clinical Will – I have a clinical will which means that if in the event of my sudden death or accident, a trusted colleague will be able to access names and addresses of existing clients to notify them.

How your Information stored?

Your information is kept as securely as possible. All paper forms are kept in a locked filing cabinet. All electronic files are kept password protected.

I endeavour to keep my software and communications protected against viruses, however the transmission of information using the internet cannot be completely secure.

Online Privacy Considerations

I use zoom as my online platform. In order to set up our sessions, I will need to email a zoom invitation to your specified email address. If you would like to find out more about Zoom's privacy policy, it can be found at <https://zoom.us/privacy>.





After counselling has ended

Once counselling has ended your records will be kept for 7 years from the end of our contact with each other and are then securely destroyed. If you want your data deleting before this, please ask.

Your Rights

I try to be as open as I can be in terms of giving people access to their personal information. You have a right to ask me to delete your personal information, to limit how I use your personal information, or to stop processing your personal information. You also have a right to ask for a copy of any information that I hold about you. You can read more about your rights at ico.org.uk/your-data-matters.

Records and the information contained are the property of Ellie Counselling and is held in strictest confidence.

