

## PRIVACY NOTICE

The General Data Protection Regulations help to protect an individual's personal data. Under these recent regulations individuals have a right to have their data corrected or erased and to restrict the processing of data.

### Use and Processing of Personal Data in Counselling

Personal data provided by clients is stored by Yvette Wass, considered the Data Controller and can be accessed by her clinical supervisor in the event of her incapacity in order to manage any ongoing referral. Client casework is discussed in clinical supervision in order to ensure clients are getting the best service and for quality assurance purposes. Supervision ensures that therapy services comply with the code of ethics and practice as endorsed by the College of Sexual and Relationship Therapy (COSRT) and the BACP (British Association of Counselling and Psychotherapy). In certain circumstances clients personal information is passed onto third party agencies. This will be the case when confidentiality has to be breached for safeguarding purposes, where there may be risk of serious harm to the client, others, a child or vulnerable adult. The personal data of clients is never sold to a third party.

In order to provide a counselling service certain personal data/information is obtained from clients and may include the following. Those highlighted represents what is considered to be sensitive personal information.

- Client's name and if appropriate their partner's name
- address
- email address
- contact number
- age
- **gender identity**
- **sexual identity**
- relationship status
- **ethnicity**
- **religion**
- Names and ages of Children
- medication
- **relationship and sexual history**
- details about the difficulties clients are experiencing
- financial information (payment information via paypal, bank transfer)

### Data Protection and Data Storage

Clients personal and sensitive data will only be used in order to provide the therapy service and kept for a period of 7 years from the end of therapy and then destroyed. Clients can exercise their right to withdraw their consent to the processing of sensitive data by contacting Yvette Wass in writing via email at [support@relationshipwellbeinguk.co.uk](mailto:support@relationshipwellbeinguk.co.uk). Clients have the right to ask to see the information held about them and for this to be amended if inaccurate or deleted, giving appropriate notice.

Yvette Wass is registered for data protection purposes with the Information Commissioner's Office and her Registration Reference is ZA332284. Any complaints regarding processing and use of data should be initially raised with Yvette Wass and subsequently via the Information Commissioner's Office <https://ico.org.uk/concerns/handling/> telephone 0303 123 1113. Yvette Wass is obliged to keep clients and the ICO informed in the unlikely event that the security of client data is at risk.

Client data is stored both in hard copy form in a locked cabinet and electronically. Personal contact details that are stored electronically are password protected. Counselling notes that present a brief summary of each session are anonymised and do not include information that can identify clients. Sometimes within therapy client information containing sensitive and personal detail is sent via email to you. In these cases such information will be attached in a password protected document.

### **Live Chat/Email Counselling**

Clients may view, use, download and store the information from live chat and email for their own personal use. However, it is prohibited to re-distribute, publish, or otherwise make available the information provided in connection with these services to third parties without prior written consent from Yvette Wass.

### **Webcam**

For webcam clients, a product called Zoom is used and provided by a US based company. Using this product may transfer data to the US or be accessible from the US. However Zoom is committed to privacy practices and compliance with the GDPR and are participants of the EU- US Privacy Shield and the Swiss-US Privacy Shield.

### **WEBSITE ANALYTICS**

Google analytics is sometimes used to measure traffic on the website <https://relationshipwellbeinguk.co.uk>. Google have their own privacy policy which can be reviewed via [https://static.googleusercontent.com/media/www.google.com/en/intl/en-GB/policies/privacy/google\\_privacy\\_policy\\_en-GB.pdf](https://static.googleusercontent.com/media/www.google.com/en/intl/en-GB/policies/privacy/google_privacy_policy_en-GB.pdf)