



Privacy Policy for Private Clients

v.3 - December 2020

This is to inform you that In accordance with the GDPR which comes into force on May 25th 2018, I, Julia Scott (Data Controller for Julia Scott Counselling) hold personal and identifiable information about you, for the purposes of administering your counselling contract with me. The legal basis for holding this data is "Contract". This Privacy Policy will be updated from time to time, and you can download the latest version here: [Privacy Policy - Clients](#).

What data and information do you hold on me?

I hold your name, telephone number(s), address and your email address. This is for the purpose of contacting you in matters relating to our counselling contract and for accounting purposes. For safety purposes I also hold other details such as the GP practice you are registered with and any medication you are taking.

I keep brief notes of our counselling sessions, for the purpose of reflection in supervision and as advised by my professional bodies, the BACP, the National Counselling Society and the EMDR Association UK & Ireland.

Where do you store my personal data?

Your first name, phone number and email address are held on password protected devices. Your first and last name, phone number(s) and address are held on an accounting service called QuickFile. You can read more about how QuickFile manages your data here: <https://community.quickfile.co.uk/t/privacy-policy/18934>

Counselling notes are held on a password protected iPad and backed up to Dropbox, which is GDPR compliant. You can read more about how Dropbox manages your data here: https://www.dropbox.com/en_GB/security/GDPR.

Julia Scott, MNCS (Snr Accred), MBACP (Registered)
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Sharing your personal data

Your name, telephone number, address and email address held on QuickFile are accessible by the Data Controller (Julia Scott) and by a Data Processor who is responsible for invoicing.

Counselling notes are accessible only by me and my supervisor. There is a theoretical possibility of the notes being viewed by my supervisor and by my professional body in the event of a complaint made against me. On rare occasions notes may be requested by a solicitor or by the police in connection with a legal case in which you, the client, are involved. I will not release these without explicit written permission from you, except where I am required to do so in the event of the notes being subpoenaed to court or where the law requires that I do not get your permission first.

In the event of my death or incapacitation while working with you, your contact details will be passed to a trusted colleague, who will use them to contact you about the situation.

How long do you keep my personal data?

Your name, email address, phone number and address are kept on QuickFile for the duration of the contract plus 6 years, for accounting purposes.

Contact details held on my devices are deleted as soon as your counselling has finished.

Counselling notes are kept on my iPad for the duration of the counselling contract and the Dropbox backup is kept for an additional 7 years, as required by my Insurance company, Balens.

Emails are deleted as soon as they are no longer required or useful.



The rules about how I keep and use your information

The way I keep your information safe, and what I can do with the information, is regulated by the Data Protection Act 1998, and by new GDPR regulations which come into force at the end of May 2018.

- I can only hold information on you if there is a legitimate interest
- I can only use it for the reasons for which you gave it to us;
- I cannot share it with anyone else unless there is a lawful indication to do so;
- I must work to keep the information up to date and accurate;
- I must keep your data safe and secure;
- I must destroy it when it is no longer needed.

In addition you have a legal right to ask to see what information I keep which relates to you, and I must rectify it if there are errors.

You have the following rights

- The right to be informed that I data on you;
- The right to access a copy of your personal data which I hold
- The right to request that I rectify or correct any personal data if it is found to be inaccurate or out of date;
- The right to request that your personal data is erased. This right must be held in tension with legal requirements, eg the requirement by HMRC to hold accounting data for 6 years.
- The right to restrict or object to my processing information about you.
- The right to lodge a complaint with the Information Commissioners Office.

Contact Details

For any queries or complaints, and to exercise your rights as listed above, please contact Julia Scott on 07515336380, email counselling@juliacrane.co.uk or write to Unit 3, Laurel House, 1 Station Road, Worle, Weston-super-Mare.

If you are not satisfied with my response, you can contact the Information Commissioners Office. You can find their contact details at <https://www.ico.org.uk>.

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