

Sue O'Brien Counselling

GDPR, Data Protection, Confidentiality and Privacy Policy

Keeping personal data secure and safe is a priority and I am a member of the ICO – Information Commissioner's Office

- In order to provide a counselling service, I need to obtain information from you. The details you provide can be in person, on the phone, email or via my website – you are not obligated to give this information but I will not be able to provide this service without them
- The information provided enables me to contact you about your sessions or outstanding payments, and to inform you of any changes to availability
- The data collected will include your name and contact details and your NOK contact details and by providing this information you are permitting me to hold and use it only when appropriate and necessary
- If you make payment online, your name may appear on my bank statements and therefore will be routinely seen by financial institutions and may be seen in the event of any applications for finance on my part
- The information will be stored in password protected files on a password protected laptop
- I have a clinical will and my executor is Mark Thomas who has been provided with password details to use in the case of me being incapacitated or unable to contact you
- No information will be disclosed or passed to any third party without your permission
- The information will be kept for 6 years after our contract ends and will be disposed of securely
- If your counselling sessions are online, they will be held securely via Teams
- If your counselling sessions are face to face, they will be held in Sam's rooms, 174 Whitchurch Road, Cardiff CF14 3NT where there is a secure video entry system. The system takes an image when pressing the buzzer – the image will be deleted within 7 days

The rights you hold over the information we hold on you are:

- You can request I share your information with someone else
- You can ask that any inaccuracies are rectified
- In certain circumstances you may have the right to ask me to remove your details from my records verbally or in writing – sometimes referred to as 'the right to be forgotten'
- You can ask that any processes I automate are done by a person instead of a computer – this is not currently done except for using online forms to collect information
- You can have a copy of the information I hold at any time by requesting it in writing. It will be given to you within 30 days and free of charge
- In some circumstances you can request that I stop processing your information
- You can object to the way I process information – for example if I were to send you marketing materials
- You have the right to understand how I collect and process your information
- You may withdraw your permission to use your information at any time but this may result in no longer having access to my counselling service
- You may complain to the ICO if you feel I store or use your information in a disrespectful or inappropriate way