

PRIVACY NOTICE

In line with European General Data Protection Regulations (GDPR), with the Information Commissioner's Office. I (Diane Taylerson) am obliged to share the following information regarding how your data is protected:

What information do I hold?

The following information:

A client's name, address, phone number, email address. GP practice, and telephone number; if applicable, a paper record of GAD/ PHQ9 assessment score. I do not always record details of client sessions, when I do so, these are kept to a bare minimum, are non identifiable (coded) are password protected, and stored securely on a disc, then deleted.

What happens with your information?

The information you provide when we contract is stored securely as a paper record in a lockable filing cabinet. Your contact information, or any paper copies i.e. contracts, will be kept for three years, beyond end of our contract, unless you explicitly ask me to destroy them before this date.

Members of the public who make enquiries

I do not usually record or process any data from members of the public about a general enquiry. If a query, requires me to contact the individual again, or appointment is required, this does require me to take personal data. I will always explain this at the time.

Contact via email: provide email addresses, phone numbers, clients name/s, and enquiries/messages. All email enquiries containing a client details are strictly confidential, and securely password protected. I retain emailed queries of clients requesting an appointment for a maximum of one year

I will use your phone number, email or address to contact you to conduct business outlined in our contract, and to reply to you, if you make contact with me. Your data will not be shared with a third party unless you ask that I do so, or unless obliged to by a court of law. In this unlikely event I would aim to inform you first.

For the purposes of accounting, I retain coded information only about your payment to me, this is also a paper document which is securely kept in a locked filing cabinet. My accountants are subject to a 'non-disclosure agreement'. I destroy these accounts after 7 years.

Sensitive Personal Data (SPD) Text messages

Sensitive personal data is information which is intensely personal to you; include information which reveals your political, religious or philosophical beliefs, sexual orientation, race, ethnic origin, or information relating to your health.

If you need to send a text message, to change/ cancel an appointment, or If you have any concerns, and you need me to contact you- please use your initials. Please do not disclose any other personal information about yourself via text messaging.

Client enquiries via my **Website**. Before I receive an enquiry clients are asked permission via tick box.

Diane Taylerson Counselling
Bristol BS15

I agree for my submitted data to be processed and stored *

This form collects your name, telephone number, email address and IP along with your message so we can communicate with you and provide you with assistance. Please check my [Privacy Policy](#) to see how we protect and manage your submitted data.

I would like you to be reassured that I will only keep your information for the purposes intended to communicate with you to conduct business.

Signed DMTaylerson

Date 25/5/2018

Guide to the General Data Protection Regulation (GDPR)

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr>



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