

JOANNA ONLINE THERAPY

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CLIENT PRIVACY NOTICE

This Privacy Notice tells you how I store your personal information and your rights with regard to it.

I store all the following information (with the exception of details stored by my banking app) on a password-protected usb stick which is kept in a safe, behind a locked door.

What Information I Collect & Use - and Why

- Name and contact details so that I can contact you. Your name and contact details are stored separately from sessional notes.
- Sessional notes. I keep minimal sessional notes to aid me in supporting you to the best of my ability. Sessional notes are anonymised and stored on the encrypted usb stick as detailed above.
- Record of your attendance. This is anonymised and stored separately from sessional notes and payment records on the encrypted usb stick as detailed above.
- Record of payment. My records of your payment are anonymised and stored separately from sessional notes and attendance records on the encrypted usb stick as detailed above. The banking app I use stores your bank details.
- My website uses cookies. You can choose to reject them when you visit the site.

Lawful Bases For Collecting This Information

- Consent. I require your consent to collect the above information in order for us to work together.
- Contract. I send you a 'Therapy Agreement' document when we begin work together. This acts as a contract between us.

Where I Get Personal Information From

- The only personal information I obtain will be from you. The only exception to this would be if you ever consent for me to obtain information about you from other

healthcare professionals involved in your care, or any other third parties you might ask me to contact. I would always seek your written consent in such instances.

How Long I Keep Information For

- In keeping with UKCP guidance concerning the GDPR, I keep records for 7 years after our final session.

Circumstances Under Which I Might Share Information

What we speak about is confidential. I would only ever discuss it with others in the following circumstances:

- With my supervisor. I have regular supervision with a UKCP (UK Council for Psychotherapy) approved supervisor. I do not use client names with my supervisor. My supervisor and I are both bound by the UKCP Code of Ethics regarding your confidentiality.
- With your G.P. or other health professionals if I believe there is a risk of harm to you or others. I would always endeavour to discuss this with you first, before taking any action.
- On rare occasion, I may have a legal and ethical responsibility to share information with third parties, for example if a child's welfare is endangered; or if I were to be issued with a subpoena by a court. If such an occasion ever arises, I would always endeavour to discuss it with you first, before taking any action.
- I am required, ethically, to have arrangements in place for letting you know if I ever become unexpectedly or seriously incapacitated. For this reason, your first name and phone number only, will be lodged with a trusted colleague (also bound by their regulator's Code of Ethics) who will be asked to make contact with you in that event.

I am accredited with the UKCP and adhere to their Code of Ethics. If you wish to view their Code, you can find it on their website www.psychotherapy.org.uk Click on the search icon (the magnifying glass) and type in 'Code of Ethics'.

Your Data Protection Rights

- Right of access. You have the right to ask for copies of the data I hold on you. If you wish to do this, please submit your request to me in writing. I would have one calendar month to respond to you from the date I receive your request.
- Right to erasure. You have the right to ask me to erase your personal data in certain circumstances. I would need to notify my professional insurance providers of your request.

- To make a data protection rights request, please contact me using the details at the top of this Privacy Notice.
- If you have any concern about my use of your personal data, you can make a complaint to me using the details at the top of this Privacy Notice.
- If you remain unhappy with how I've used your data after raising a complaint with me, you can also complain to the ICO using the following details:

ICO Address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

ICO Helpline Number : 0303 123 1113

ICO website : <https://www.ico.org.uk/make-a-complaint>