

Privacy Policy

Your privacy is very important to me, you can be confident that your personal data will be kept safe and secure and will only be used for the purpose it was given to me.

I adhere with General Data Protection Regulation (GDPR) and I am registered with the Information Commissioner's Office (registration numbers A8723687 & ZA879984).

Data owner and controller: Sonia Minards, N10 3QT,
sonia@insightcounsellinglondon.com

'Data controller' is the term used to describe the person/organisation that collects and stores and has responsibility for people's personal data.

This privacy notice tells you how I collect, store and process your personal data from initial point of contact through to after your therapy has ended.

The lawful basis for holding and using your personal information

As a counsellor, and therefore providing health treatment (in this case counselling) I will hold certain personal data which relates to our work together. I am required to adhere to the appropriate data protection regulations in the handling of this personal data.

How I use your information

Initial contact.

When you contact me with an enquiry about my counselling services I will collect information to help me respond to your enquiry. This will include your first and last names, email, contact number, and a brief summary of your enquiry. I will only store correspondence for as long as required to process your enquiry, or during and after our work together.

While you are accessing counselling.

Upon starting therapy, basic personal information will be collected for contact and identification reasons. Assessment and session notes are used solely for the delivery of a therapy service to you.

After counselling has ended.

Once counselling has ended your records will be kept for up to seven years from the end of our work together, all records are then securely destroyed. If you want me to delete your information sooner than this, please tell me.

When will I collect your personal data?:

Personal Data is collected in the following ways:

1. Completion of the 'contact me' forms on my website
2. Communicating with me by phone, email
3. Completion of the pre-meeting questions prior to your first session
4. Subscribing to my newsletter / blog
5. Requesting information or marketing be sent to you

How your Personal Data is protected

I take the security of the data I hold about you very seriously and as such I take every effort to make sure it is kept secure. All devices and applications that hold any private data are password protected, email and cloud services are again password protected and have two factor authentication. No one has access to these devices or passwords other than me.

- **Paper:** all paper documents (see below) are stored in locked filing cabinets that cannot be accessed by anyone else
- **Electronic:** all electronic information is stored via password protected applications, all email and cloud storage uses 2 -step verification
- **Website:** your personal data is not stored on my website

I will notify you and any applicable regulator if there is a breach, and where I am legally required to do so.

What documents do I hold?

Paper:

- Client agreement / contract (depending on whether physically or electronically signed)
- Signed GDPR agreement (depending on whether physically or electronically signed)
- Brief session notes
- Client hours record
- Client code
- Case study consent if applicable

Electronic:

- Client agreement / contract (depending on whether physically or electronically signed)
- Pre-meeting questions (depending on whether physically or electronically provided)
- Signed GDPR agreement (depending on whether physically or electronically signed)
- Contact details
- Email and text communication (where applicable)
- Client code

You have the following rights:

- To be informed what information I hold - as explained by this document
- You have the right to learn if Data is being processed by the Owner and obtain a copy of the Data being processed
- Right to verify and seek rectification. You have the right to verify the accuracy of any personal data held and ask for it to be updated or corrected
- To withdraw consent to me using your personal information
- You have a right to request your personal information be erased (though I can decline whilst the information is needed for me to practice lawfully & competently)
- You can read more about your rights at ico.org.uk/your-data-matters.

If you have any issue with how your data has been handled or are not satisfied with the response you have received to any request, you have the right to lodge a complaint with the Information Commissioner's Office by calling 0303 123 1113 or go online to ico.org.uk/make-a-complaint.

Website cookies

A "cookie" is a piece of information that placed on your browser to help the website run effectively, improve its performance, and learn more about traffic to the site. Cookies are used by nearly all websites and don't harm your system.

How they are used?

Cookies are used to track your use of this website, to help us to develop and improve this website. This software is provided by Squarespace analytics.