



GDPR Policy & Procedure - My Commitment to your Privacy

Your security and privacy are important to me and you can be confident that your personal information will be kept safe and secure and will only be used for the purpose it was given to me. I will adhere to the following data protection principles. All records that contain your personal information are owned myself but you have access to your records under GDPR. I will ensure that all information is:

- Used fairly, lawfully and transparently*
- Used for specified, explicit purposes*
- Used in a way that is adequate, relevant and limited to only what is necessary*
- Accurate and, where necessary, kept up to date*
- Kept for no longer than is necessary*
- Handled in a way that ensures appropriate security, including protection against unlawful or unauthorised processing, access, loss, destruction or damage*

Your rights

Under the GDPR and Data Protection Action 2018 you have the right to find out what information I store about you and how that is used. This includes the right to:

- Be informed about how your data is being used*
- Access personal data*
- Have incorrect data updated*
- Have data erased*
- Stop or restrict the processing of your data*
- Data portability (allowing you to get and reuse your data for different services)*
- Object to how your data is processed in certain circumstances*

How I use your information

Initial contact.

When you contact me with an enquiry about my counselling services, I will collect contact information and brief details regarding your reasons for seeking therapy. If you decide not to proceed, I will ensure all your personal data is deleted within five days. If you would like me to delete this information sooner, just let me know.

What data do I collect

I only collect data that is directly relevant to the therapeutic work and necessary for client care. If you decide that you would like to work with me, I will send you a contract that asks for your Name



and contact details, so that we can organise therapy sessions moving forward. The contract should be checked and signed to show that it has been fully understood before our sessions begin.

While you are accessing counselling.

Rest assured that everything you discuss with me is confidential. The data I collect would not be passed on, unless there was a concern for your personal safety, in which case you would be contacted, in order to secure your permission to share the information. I also write brief notes about the sessions you have attended; these will not be shared with anyone else, except in situations where you give express permission for your notes to be shared with an official body. You have the right to read your notes, should you wish. The notes are written as a record of the session and may help me to understand the progress of your sessions. It is also a recommendation of BACP (British association for Counselling and Psychotherapy), my accreditation body, that notes of sessions are taken.

After counselling has ended.

Once counselling has ended your records will be retained for seven years from the end of our contact with each other and then securely destroyed. If you would like me to delete information sooner than this, please let me know.

How I store your data

Session notes written by me are anonymised and are also stored securely. I use a password protected Cloud storage platform and input data using my personal laptop, that requires password access. All client information is stored electronically. I am registered with the Information Commissioner's Office (C1678968) and any information that I keep is subject to the Data Protection Act 2018 (DPA 18) and United Kingdom General Data Protection Regulation UK-GDPR.

Data Breach

If there is any breach of data security, I aim to do everything possible to minimise potential impact and provide the full details of this breach to the Information Commissioner's Office (ICO) and to any client affected within 72 hours.

How to Make a Data Protection Complaint

If you have any concerns or complaints about how I collect, store, or use your personal data, you have a statutory right to raise a formal data protection complaint directly with me. To lodge a complaint, please contact me using the details below:



- **Email:** aligriffincounselling@gmail.com

Our Complaints Procedure & Timelines

*In accordance with UK data protection laws, I operate a structured internal complaints-handling process. I will formally acknowledge receipt of your complaint within **30 days** of receiving it and will investigate your concerns and provide a comprehensive response detailing my findings and any corrective actions taken without undue delay. I will keep you updated throughout the process.*

Escalation to the Information Commissioner's Office (ICO)

Under UK law, you are expected to raise your data protection complaint with me directly and allow me the opportunity to resolve it through my internal processes before escalating the matter.

*If you remain dissatisfied with my final response, or if I fail to handle your complaint without undue delay, you have the right to escalate your complaint to the UK's supervisory authority, the Information Commissioner's Office (ICO). You can contact them via their website at www.ico.org.uk or by calling 0303 123 1113 and provide my registration number **C1678968**.*

