



CONFIDENTIALITY POLICY

All client information and details of each session are kept strictly confidential (Please see the data protection policy). However, at times, for both legal and ethical reasons, confidentiality will be broken if:

- There is a risk of you harming yourself or being harmed - a risk assessment will be completed and information may be passed on to third parties such as your GP if you agree to this. If you are at immediate suicide risk, your emergency contact will be contacted, but only told information regarding the level of risk.
- There is a risk of another person being harmed (Please see the safeguarding policy for how this applies to children). If this person is an adult, then the police will be informed on either 101 or 999.
- A serious crime has been committed or is at risk of being committed. The police would be called in this situation.
- Retrospective sexual abuse is disclosed and a child or adult may be at risk from the alleged abuser. Either social services and/or the police may be contacted.
- Requested by a court of law.

I will always try to speak to you about breaking confidentiality before anyone has been contacted.

Notes

I will keep a record of your personal details to help the counselling services run smoothly. These details are kept securely in a locked cabinet and are not shared with any third party.

I will keep hand written notes of each session, which will be a brief summary of what was discussed and any goals that were made. These are kept in a locked bag and kept separate from your personal details.

For security reasons I do not retain text messages for more than 2 weeks after you have completed counselling. If there is relevant information contained in a text message I will put this into your notes. Your contact details will also be deleted from my phone. Likewise, any email correspondence will be deleted after 2 weeks if it is not important.

Supervision

As a counsellor I have regular supervision to discuss best practices for client work, but names and details are withheld and my supervisor also complies with confidentiality.

Last updated: August 2024



COUNSELLOR POLICY

As your Counsellor, I am a registered member of the British Association for Counselling and Psychotherapy (BACP) (Membership number: 00960191) and I am obligated to work in accordance with their Code of Ethics and am subject to their complaint and disciplinary procedures (more information can be found at: www.bacp.co.uk). I must also adhere to Data Protection Legislation and am a member of the ICO under the reference: ZB326273. I also hold professional indemnity insurance with holistic insurance.

Last Updated: August 2024.



DATA PROTECTION POLICY/PRIVACY NOTICE

Introduction

Your privacy is very 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 adhere to current data protection legislation, including the General Data Protection Regulation (EU/2016/679) (the GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications (EC Directive) Regulations 2003. **I am a registered with the ICO under the reference: ZB326273.**

This privacy notice tells you what I will do with your personal information from initial point of contact through to after your therapy has ended, including:

- Why I am able to process your information and what purpose I am processing it for
- Whether you have to provide it to me
- How long I store it for
- Whether there are other recipients of your personal information
- Whether I intend to transfer it to another country,
- Whether I do automated decision-making or profiling, and
- Your data protection rights.

I am happy to chat through any questions you might have about my data protection policy and you can contact me via info@azollacounselling.com

‘Data controller’ is the term used to describe the person/ organisation that collects and stores and has responsibility for people’s personal data. In this instance, the data controller is me.

My lawful basis for holding and using your personal information

The GDPR states that I must have a lawful basis for processing your personal data. There are different lawful bases depending on the stage at which I am processing your data. I have explained these below:

- If you have had therapy with me and it has now ended, I will use legitimate interest as my lawful basis for holding and using your personal information.
- If you are currently having therapy or if you are in contact with me to consider therapy, I will process your personal data where it is necessary for the performance of our contract.

The GDPR also makes sure that I look after any sensitive personal information that you may disclose to me appropriately. This type of information is called ‘special category personal information’. The lawful basis for me processing any special categories of personal information is that it is for provision of health treatment (in this case counselling) and necessary for a contract with a health professional (in this case, a contract between me and you).

When you contact me with an enquiry about my counselling services I will collect information to help me satisfy your enquiry. Alternatively, your GP or other health professional may send me your details when making a referral or a parent or trusted individual may give me your details when making an enquiry on your behalf. If you decide not to proceed I will ensure all your personal data is deleted within 2 weeks. If you would like me to delete this information sooner, just let me know.

While you are accessing counselling.

All client information and details of each session are kept strictly confidential. However, at times, for both legal and ethical reasons, confidentiality will be broken if

- there is a risk of you harming yourself or being harmed
- there is a risk of another person being harmed
- a serious crime has been committed or is at risk of being committed
- retrospective sexual abuse is disclosed and a child or adult may be at risk from the alleged abuser
- requested by a court of law

I will always try to speak to you about this first, unless there are safeguarding issues that prevent this (Please see the safeguarding and confidentiality policy).

I will keep a record of your personal details to help the counselling services run smoothly. These details are kept securely in a locked cabinet and are not shared with any third party.

I will keep hand written notes of each session, these are kept in a locked bag and kept separate from your personal details.

For security reasons I do not retain text messages for more than 2 weeks after you have completed counselling. If there is relevant information contained in a text message I will put this into your notes. Likewise, any email correspondence will be deleted after 2 weeks if it is not important.

After counselling has ended.

Once counselling has ended your records will be kept for 7 years from the end of our contact with each other and are then securely destroyed. If you want me to delete your information sooner than this, please tell me.

Third party recipients of personal data

I sometimes share personal data with third parties, for example, where I have contracted with a supplier to carry out specific tasks. In such cases I have carefully selected which partners I work with. I take great care to ensure that I have a contract with the third party that states what they are allowed to do with the data I share with them. I ensure that they do not use your information in any way other than the task for which they have been contracted.

Your rights

I try to be as open as I can be in terms of giving people access to their personal information. You have a right to ask me to delete your personal information, to limit how I use your personal information, or to stop processing your personal information. You also have a right to ask for a copy of any information that I hold about you and to object to the

use of your personal data in some circumstances. You can read more about your rights at ico.org.uk/your-data-matters.

If I do hold information about you I will:

- give you a description of it and where it came from;
- tell you why I am holding it, tell you how long I will store your data and how I made this decision;
- tell you who it could be disclosed to;
- let you have a copy of the information in an intelligible form.

You can also ask me at any time to correct any mistakes there may be in the personal information I hold about you.

To make a request for any personal information I may hold about you, please put the request in writing addressing it to info@azollacounselling.com

If you have any complaint about how I handle your personal data please do not hesitate to get in touch with me by writing or emailing to the contact details given above. I would welcome any suggestions for improving my data protection procedures.

If you want to make a formal complaint about the way I have processed your personal information you can contact the ICO which is the statutory body that oversees data protection law in the UK. For more information go to ico.org.uk/make-a-complaint.

Additional information for website owners and employers

Visitors to my website

When someone visits my website, I use a third party service, Google analytics to collect standard internet log information and details of visitor behaviour patterns. I do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way that does not identify anyone. I do not make, and do not allow Azolla to make, any attempt to find out the identities of those visiting my website. I use legitimate interests as my lawful basis for holding and using your personal information in this way when you visit my website. No user-specific data is collected by me or any third party. If you fill in a form on my website, that data will be temporarily stored on the web host before being sent to me.

Last updated: August 2024.



SAFEGUARDING POLICY

Azolla Counselling takes safeguarding very seriously. Within sessions, if a potential safety or welfare risk to a child or children is mentioned, this will be reported and is not covered by the confidentiality agreement. However, you will be asked for your consent for the information to be reported.

Who to contact

If the child or young adult is in immediate danger, the police will be contacted on 999.

If I think that a child living in Northern Ireland:

- is being abused
- has been harmed in any way
- is likely to suffer harm

and it is not an immediate threat I will contact the Gateway Services teams for Children's Social Work at the Health and Social Care (HSC) Trust in the Northern Trust. If concerns are reported and it is not clear if children are a harm, social services will be contacted for advice.

I may also contact the National Society for the Prevention of Cruelty to Children's (NSPCC) free and confidential 24-hour helpline service:

Call: 0808 800 5000

Further Contact Details (for ongoing professional liaison)



Northern Gateway Team
Coleraine Child Care Team
7A Castlerock Road
Coleraine, BT51 3HP
Tel: 028 7032 5462

Out of Hours Emergency Service (after 5pm each evening at weekends, and public/bank holidays)

028 94 468833

Email: help@nspcc.org.uk

When these agencies are contacted, I will need to give information such as:

- where the child lives
- their personal or family details, if known
- who cares for them
- My concerns

All calls about concerns for the safety of a child are taken seriously and treated in confidence.

Social services will investigate the concerns and take suitable action to make sure that the child is protected.

Last updated: August 2024.