



Privacy Policy

I understand how important your privacy is. I take care to maintain your confidentiality in accordance with current data protection laws (GDPR, 2018) and the BACP's ethical guidelines.

To provide clients with the best possible service, I hold personal contact details. This policy is to make you aware of how I use and protect any information you give me whilst using this service. If I ask you for any information, it will be used only in accordance with this privacy statement.

I may change this policy from time to time in line with legislation, and whilst we are still working together, I will provide you with a copy of any change. If we have ceased working together and you would like a copy of my up-to-date privacy policy, I will provide one on request.

For the purposes of the Data Protection Act 1998 and the General Data Protection Regulation 2016, Lisa Hayes is the Data Controller of Lisa Hayes, Counselling and Psychotherapy.

How I store your personal information

I use the secure, encrypted and password-protected practice management platform, Kiku (wearekiku.com), to collect and store your personal data. When booking your first therapy session with me, you will be asked for your personal contact information, such as your name, address, email address, and telephone number. This personal information will be retained for the duration of your therapy and then deleted from my Kiku database.

Please note that I will need to keep a record of your name and client reference number for 7 years after the end of your therapy, so that we can respond effectively to any potential requests regarding your clinical notes and treatment, unless otherwise agreed. I will never pass on your contact details to any third-party organisations for the purposes of sales, marketing, or research, and will never use your personal data for any purposes other than the administration of the counselling service I am providing to you, i.e., to arrange, cancel, and rearrange appointments and collect payment for sessions.

Information I collect: I store your name, telephone number, email address, and other information you have provided. I will also write a brief summary of each session at the end, recording any themes, and sometimes make handwritten notes

during our sessions if it means I can support you better, but I would discuss this with you in advance.

The summary notes of each session are stored on Kiku, and any handwritten process notes from our session get stored in a lockable storage file. All paper and digital files are destroyed 7 years after your counselling sessions end, unless agreed otherwise. Any emails, texts or other messages will be deleted over time, but no later than one month after receipt, unless they form part of your notes or are for income tax purposes, in which case they will be kept for 7 years as above.

Your telephone number is stored for two months, after which it will be deleted. If I change phones, I will factory reset the old phone and remove everything.

Confidentiality

Everything you share with me during an initial phone consultation and during counselling sessions will be kept confidential unless there is a concern for your safety, the safety of someone else or I'm requested to share information by legal Court proceedings. It is a legal requirement for me to disclose any information I receive regarding acts of terrorism, drug trafficking or money laundering.

I am also required by law to have regular supervision to discuss my clinical work, so that I can offer you the best possible service. These sessions are bound by confidentiality.

If any sessions are conducted remotely, they will be held on a calling platform that offers end-to-end encryption to ensure maximum privacy. Please note that I cannot be held responsible for any breaches that occur due to the failure of this technology.

Clinical Will

If I am incapacitated or die whilst working in counselling practice, I have a clinical will in place to notify people and secure and delete data. I have nominated **Caitlin Buckler**, a Counsellor, who will have access to my records only at this point to inform anyone I am currently working with, work sensitively with them at this time, and responsibly dispose of my records.

How I will use this information and Consent: I will use your contact details to conduct my work with you in accordance with my contract, including contacting you about appointments, maintaining appointment records, and running and maintaining my business. I also keep brief notes of counselling sessions, and occasionally process notes in or immediately after sessions, in order to support me in offering you counselling. I will not use contact information or session notes for any purpose other than this notice and my contract. If, for any reason, I am asked to provide a report of the sessions – e.g., at your request – it will be sent to you, password-protected, for your approval before it is provided to the person requesting it. It will also be stored for 7 years.

Your rights to access information: You have the right to see any information that I hold about you. Unless prevented by legal reasons, I will provide this information to you within a month of your request. I am also happy to look at this within a session. You have the right to ask me to change any information that I hold that is incorrect and ask me to delete any information that I hold about you. I will do this, except for any information I need to hold for legal or tax purposes.

Complaints: If you wish to complain about how I hold your data in any way, then in the first instance, please contact me, Lisa Hayes, the data handler of Lisa Hayes Counselling and Psychotherapy, by email, text message or phone call. If you have any further complaints which are not addressed, you should then contact the Information Commissioner's Office at <https://ico.org.uk/concerns/handling> or 0303 123 1113.

Breaches: I will report any data breach to the Independent Commissioner, to my ethical membership body, the BACP and to you within 72 hours if it becomes apparent that any data has been stolen. My data protection reference is ZC174659.

Contact: If you wish to contact me with questions, concerns, complaints, or requests for your information, please discuss in session or contact me at lisa@lisahayes.co.uk or

0734 091426

