

ISLA JACK
COUNSELLING

PRIVACY POLICY 2024



Contact details

Name: Isla Jack Counselling

E-mail: islajackcounselling@yahoo.com

Website: <https://islajackcounselling.co.uk>

Address: Dialogue and Space, 64 Albion Road, Edinburgh, EH7 5QZ

1. The type of personal information I collect:

I collect and process the following information:

- Your personal name and contact details.
- Anonymised records of counselling sessions attended and paid for
- Anonymised records and statistical detail about the duration and payments related to our work, and brief notes of our sessions. This means your name is not on them.
- If agreed necessary, details of your safety plan.
- A limited number of cookies to provide features on my website.

2. How I get the personal information and why I keep it

Most of the personal information I process is provided to me directly by you.

The information I have about you is needed and used for the following purposes:

- To have, or make enquires about having, counselling sessions.
- To allow me to contact you about arrangements for counselling sessions.
- To allow me to contact you for remote counselling sessions.
- To have anonymised data and notes related to our work to help me in my work with you, and to provide accurate accounts of my work in anonymised form as required of me by the BACP (my governing body) and HMRC (for tax purposes).
- The cookies on my website intend to improve your experience of the site.

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis I rely on for holding and processing this information is:

- **Consent.** This means that I hold the types of personal data listed and for the specific purposes laid out in this privacy notice solely on the basis of your consent for me to do so. You have the right to withdraw your consent at any time. You can do this by contacting me at: islajackcounselling@yahoo.com

3. How I store your personal information

I store your personal information electronically. It is stored securely within a password-protected device. Information we share via email is kept within the email system. I can also only access my email via password-protected devices.

I keep your personal contact details for 3 months after our last counselling session. I then dispose your information by wiping all electronic records containing your personal name and contact details and any safety plan, and deleting all our email communications.

Anonymised records of counselling sessions attended and paid for will be retained as required for provision to the BACP (my governing body) and HMRC (for tax purposes).

4. Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that I transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, I have one month to respond to you.

If you want to make a request under any of these rights, please contact me at islajackcounselling@yahoo.com

5. How to complain

If you have any concerns about my use of your personal information, you can make a complaint to me at: islajackcounselling@yahoo.com

You can also complain to the ICO if you are unhappy with how I have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>