

## **Privacy Policy**

I have written some information to inform you of my privacy policy laid out by the General Data Protection Regulation (GDPR, May 2018). I have also included some information with regards to our therapy agreement, which we would discuss at the assessment session.

I hope you find it informative, but please do ask me any questions if you are unclear about the information below.

### **The information I keep and what I do with it**

Your information is kept in line with the legal requirements of the GDPR. This requires me to give you the following information. I am the 'Data Controller' and owner of the information kept.

I make notes during sessions to aid me with my work. The notes are facts about treatment and what you have told me rather than interpretations. I may log ideas for exploration.

I keep all notes and records locked away in a filing cabinet. The notes are kept in my locked therapy premises. I keep records for 7 years and then destroy them. I will delete emails once a year for clients I am no longer working with.

You have the right to see your notes, have notes corrected, transfer them to someone else, or have your notes destroyed on request, except for rare circumstances where this contravenes law. I have 30 days to respond to your request for any of the above.

If you would like more information about GDPR then visit [WWW.ico.org.uk](http://WWW.ico.org.uk)

### **Confidentiality Policy**

The therapy sessions we have are confidential. This means that I do not tell others what you tell me. However, if you tell me that you or anyone else is at risk of serious harm, I may have to tell another person about this (e.g., GP/other medical professional/police). In extremely rare cases I am required to break confidentiality by law. I will let you know if/when this will happen whenever possible, unless I believe this will increase the likelihood of serious harm.

I discuss my work with a supervisor who is also bound by confidentiality. Your identity will remain protected. Supervision is required to ensure that someone professional is keeping an eye on the therapeutic work. I do and they are bound by the same privacy laws.

## **Cancellation Policy**

The therapy sessions last for an hour. It is important for effective therapy that we try to maintain a regular and continuous commitment.

If you cannot attend for any reason, then please contact me on 07883 084041. If you cancel less than 48 hours before the session I will charge you the usual session fee.

It is my responsibility to monitor my health and fitness to work. This means that I may have to cancel a session at short notice due to illness or other unforeseen life events.

## **Complaints**

Please inform me if you wish to make a complaint or contact the UKCP.

## **Cookie Policy**

### **What is a cookie?**

A “cookie” is a piece of information that is stored on your computer’s hard drive and records how you move your way around a website. When you revisit a website it can present tailored options based on the information stored about your last visit. Cookies can also be used to analyse traffic and for advertising and marketing purposes.

Cookies are used by nearly all websites and do not harm your system. If you want to check or change what types of cookies you accept this can usually be altered within your browser settings. You can block cookies at any time by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of the site.

### **How do I use cookies?**

I use cookies to track the use of my website. This helps me to develop and improve my website.

### **Types of Cookies**

Session cookies – These are only stored on your computer during your web browser session and are automatically deleted when you close your browser. They usually store an anonymous session identity allowing you to browse a website without

having to log in to each page and they do not collect any personal data from your computer.

Persistent cookies – A persistent cookie is stored as a file on your computer and it remains there when you close your web browser. The cookie can be read by the website that created it when you visit that website again. Persistent cookies are used for Google Analytics.

For information and access to Google's use of cookies, please visit:

<https://policies.google.com/technologies/cookies>

### **Cookies can be categorised as follows:**

#### Strictly necessary cookies:

These cookies are essential to enable you to use the website effectively, such as when buying a product and/or service, and therefore cannot be turned off. Without these cookies the services available to you cannot be provided. These cookies do not gather information about you that could be used for marketing or remembering where you have been on the internet.

#### Performance cookies:

Performance cookies enable my web designer to monitor and improve the performance of my website. For example, they count visits, identify traffic sources and see which parts of the site are most popular.

#### Functionality cookies:

These cookies allow websites to remember choices you make and provide enhanced features. For example, you may be able to be provided with news or updates relevant to the services you use. They may also be used to provide services you have requested such as viewing a video or commenting on a blog. The information these cookies collect is usually anonymised.