



Caroline Henshaw Counselling Privacy Policy

This Privacy Policy gives you some helpful information about what personal data I collect about you, why, who I share it with and why, how long I keep it, and your rights.

I understand how important your privacy is. I take care to maintain your confidentiality in accordance with the Data Protection Act 2018 and the ethical guidelines of the BACP. These guidelines have been set up to protect your confidential material and ensure that I always conduct myself with professionalism and integrity.

In order to provide you with the best possible counselling service, I need to collect certain data from you. I keep this data securely. Except where required by law, or health and safety requirements, I will not share your data with anyone else.

Who I am and what service I am providing

My name is Caroline Henshaw and I am a qualified counsellor with the BACP. I provide counselling clients through my company Caroline Henshaw Counselling.

What personal data I collect and why

I only collect and store information which is relevant to our therapeutic work together, and which will enhance your care.

I collect information from you in the form of personal data which includes your name, address, email, telephone contact details, occupation and date of birth. This information helps me to get to know you. I use your email and telephone contact details as a way of contacting you about our sessions. Your address is also kept in case I felt you were at risk and needed to request a police safety check.

I ask for contact details of your GP and an elected emergency contact person. If I felt you were at risk of harm, then I may need to contact your GP. Where possible, and if appropriate, I will discuss this with you first. I take details of an emergency contact person in case anything happens to you within our session, for instance if you suddenly become ill and I needed to contact someone.

I also collect information in the form of your personal history, the presenting issue, those involved in your problems or issues and any other information that is relevant to delivering

you the best counselling service I can. This might include sensitive personal data including your physical and mental health. Such data will only be used to provide a counselling service in accordance with legal obligations.

I record brief summary notes after each session in order to refresh my memory about what was discussed in our session before the following session.

How I store your data

Any personal data that I collect from you via any form of contact will be kept securely online on a password protected device.

Your personal data is stored as part of, but separate to, personal history. Your personal data and personal history are anonymised with a unique code.

Your identifiable information is kept separately from any brief session notes and are linked by a unique code.

Your telephone number and email address may be kept in my mobile phone which is also password protected. Emails are stored in a password protected email server.

What information I share

I will not share any personal information with others except under the following circumstances:

- I may share your information with other professionals whom you have requested or agreed I should contact.
- I may share your information with the relevant authorities if I have reason to believe that this may prevent serious harm being caused to you or another person.
- If I am legally required to share your data by a court of law.
- Non-identifiable aspects of your information may be shared with my clinical supervisor.
- In the event of my death or a sudden illness that means I am unable to contact you; I have appointed a Therapeutic Executor, who is also a qualified counsellor, who will take care of contacting you on my behalf. They will only access your contact details in an emergency, to discuss appropriate onward arrangements.

How long I keep it for

For legal reasons I keep your personal information record and brief session notes for 5 years after the end of therapy, which is the time frame my insurance company requires. After this they are destroyed by deletion.

The following will be deleted within 3 months of our work finishing:

- Your phone number from my mobile phone
- Emails regarding appointment arrangements

Data Protection Accountability

You have certain rights in respect to the information I hold relating to you. Full details of these rights can be found on the Information Commissioner's [website](#) (ICO) or by calling 0303 123 1113.

You may request to see, or have a copy of, the information I hold about you. I will provide this unless there is an overriding legal requirement for me to retain it. If you are not satisfied with the way I have processed your information then you have the right to make a complaint to the ICO.

Please tick the relevant boxes if you are happy to grant consent. You can withdraw your consent at any time for any of these purposes by emailing info@chenshawcounselling.co.uk.

I confirm that I have read and received a copy of the Caroline Henshaw Counselling Privacy Policy outlining how my personal data will be processed.

I consent to my sensitive personal data being used by Caroline Henshaw Counselling to provide me with therapeutic counselling as required for the reasons set out in the Privacy Policy.

I am happy to be contacted in relation to my therapy, via:

Email

Telephone

I understand Caroline Henshaw Counselling will hold my data for five years from the end date of my therapy.

Name:

Telephone:

Email:

I confirm that I have read and received a copy of Caroline Henshaw's Privacy Policy outlining how my personal data will be processed.

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Signed:

Name: