

Jane McCann
Counselling, Family Consultancy and Mediation

PRIVACY POLICY

I am committed to protecting the privacy and security of your personal data.

This privacy policy describes how I collect and use personal data about you and after your relationship has ended with me, in accordance with the General Data Protection Regulation (GDPR).

In GDPR terms, I am a 'data controller'. This means that I am responsible for deciding how I hold and use personal data about you. I am required under data protection legislation to notify you of the information contained in this privacy policy. I may update this notice at any time. It is important that you read this and any subsequent notice, so that you are aware of how and why I am using such information.

What personal and sensitive personal data do I hold?

The personal data I collect directly from you is as follows:

For counselling clients

- Your personal details (name, marital status, date of birth, address, telephone and mobile numbers, email addresses, GP details, information about medication and details of any previous counselling)

For mediation/family consultancy clients

- Your and your (ex)spouse's/partner's personal details (name, marital status, date of birth, address, telephone and mobile numbers, email addresses)
- Your child/ren's details (name, date of birth, school and any special needs)
- Brief financial details (property, employment)
- Details of your involvement with other professionals (solicitors, social services, counsellors)
- Financial disclosure and supporting documentation

How is it collected?

The data is collected directly from you via a Client Information Form/Preliminary Information Form or via email/telephone contact with me. Financial documentation may also be collected directly from you during mediation as hard copy or electronically.

Why is it processed?

All personal and sensitive personal data will only be used in order to provide the service to you and for managing the service I provide. I will not use your data for any other purpose.

What is the lawful basis?

The lawful basis for processing your personal data is always either contractual (to deliver the service) or through your consent.

With whom will it be shared?

As a part of the regulations of my professional bodies, BACP (British Association of Counselling & Psychotherapy) and Resolution I have regular supervision, either in a small group or one-to-one, where I share anonymised information about you to support my thinking and to uphold professional standards. With your consent, I may share your data with professional colleagues as a necessary part of service delivery. In the unlikely event of sudden illness or accident, I also have arrangements in place for a named colleague to access your personal data (first name and telephone number) in order to make contact with you.

How long will the data be held?

Records are kept for a maximum period of 3 years and are then deleted and/or destroyed. I will only keep essential information and delete all other records as appropriate e.g. email correspondence regarding practicalities.

How is the data secured?

All information you provide me is stored as securely as possible. All paper forms and correspondence are kept in locked filing cabinets. All electronic records are stored on my computer, all access to which requires password-protected authentication, or by reputable service providers using secure internet 'cloud' technology. Telephone numbers and email addresses are also stored on my smartphone using only first names; this is also passcode and touch ID protected and only accessible by me.

Unfortunately, the transmission of information via the internet is never completely secure. Although I will do my best to protect your information using industry-standard protocols and encryption, I cannot guarantee the security of your data transmitted to me via email, including forms completed on my website which are transmitted by email; any transmission is at your own risk. Once I have received your information, I will use strict procedures and security features to try to prevent unauthorised access.

Your identifiable personal information is kept separately from any brief session notes that I may write.

What are your rights?

You have the right to ask me to provide a copy of the information that I hold. You also have the right to require me to correct any inaccuracies in your information. If you would like to do this, please contact me. You may withdraw your consent for me to hold and process your data at any time.

Jane McCann
May 2018