

PRIVACY POLICY

This privacy policy sets out how The Neurodivergent Counsellor uses and protects any information that you provide when you use their online booking system and their website.

The Neurodivergent Counsellor is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

The Neurodivergent Counsellor may make changes to this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from August 1st 2023.

Data Information

From the end of May 2018, the General Data Protection Regulations (GDPR) came into effect concerning your data. In line with these regulations, we are obliged to tell you about how your data is used and stored. This information is based on guidelines from: The General Data Protection Regulation (GDPR), the Information Commissioner's Office (ICO), and Howden Professional Insurers. In line with the data protection law, Michelle Blake (The Neurodivergent Counsellor) is registered with the Information Commissioner's Office.

Legal Bases to Process Your Data

The legal bases for processing your data are:

- (a) Legal Obligation: for the legal purposes of providing tax records as a sole trader
- (b) Contract: the processing is necessary for a contract you have with the individual

What We Collect

We may collect the following information:

- Name
- Contact information including email address.
- Other information relevant to specific diagnosis to inform sessions are tailored to individual clients needs
- Brief Session notes – hand written
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What We Do With the Information We Gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to individualise your sessions and signpost you to other relevant services.

These brief notes are kept in paper form. Some data may be kept electronically, such as, emails to arrange appointment times.

Confidentiality

Your data is regarded as confidential. In exceptional circumstances, for example, if somebody's safety is at risk, relevant information may be discussed with an appropriate person, or if there is a legal obligation to disclose. Disclosure would normally occur in consultation with you, and disclosure would be limited to the relevant information.

The brief notes are written and read only by Michelle Blake, The Neurodivergent Counsellor. In line with professional good practice, the neurodivergent counsellor has a clinical supervisor and information may be shared with this supervisor whilst they are working together. This information will be anonymised, and the supervisor is similarly bound to keep confidentiality.

In the extreme event of your counsellor's death or incapacitation, there is provision in the Will and Testament of The Neurodivergent Counsellor for the management of your case file.

Security & Storage

Electronic data (such as emails to confirm appointments) are kept securely on devices protected by a password.

Case notes and client contact details are kept in separate filing cabinets in an office that is only accessed by the Neurodivergent Counsellor.

Retention of data

Data will be kept for seven years after the counselling work has ended. After that, all data will be destroyed by shredding or fire.

All electronic data will be deleted seven years after the work has ended.

Data sent by voicemail or email which only relates to arranging/changing appointments may be deleted before the seven-year retention period has expired.

This seven-year retention period is in line with recommendations from the professional indemnity insurers and Professional Counselling Therapy Bodies.

Data Rights

You have the right to access your data. You may have a copy of your data by making a request in writing to the Neurodivergent Counsellor by post or email. We will aim to provide you with this within four weeks.

You have the right to ask for your data to be destroyed. As keeping notes is essential for us to provide therapeutic services, we will usually not be able to destroy data whilst you are currently working with the Neurodivergent Counsellor.

As noted, data is normally kept for seven years after the counselling work has ended. Therefore, if you want your data to be destroyed prior to this seven-year retention period, you can make a request in writing to theneurodivergentcounsellor@gmail.com

This request will be kept for seven years after the work has ended as a record that you requested your data be destroyed.

Controlling Your Personal Information

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

Email: theneurodivergentcounsellor@gmail.com