

## GDPR POLICY

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At Patchouli Therapy, I acknowledge the responsibility of protecting the personal data of every client. To ensure that I adhere to the following data protection principles. Your information is:

- Used lawfully and transparently.
- Used for explicit practice purposes only.
- Used adequately and limited to only Patchouli Therapy practitioners; currently, this is myself only.
- Accurate, and where necessary, kept up to date.
- Kept for no longer than is necessary. Records are kept for 7 years after therapy ends. Ending therapy may be considered when the client has not been actively engaged in therapy for more than three months. The record is archived until it is deleted.
- May be shared. In some cases, counselling records may be shared upon request of the court, insurance companies and ethical bodies as outlined by GDPR.
- Restriction applied in the case of clients under 18 years old, where records are kept for 5 years after the client turns 18 years of age.
- Handled in a way that ensures appropriate security, including protection against unlawful or unauthorised processing, access, loss, destruction or damage.
- Stored safely and securely with limited access.
- Stored safely and securely using a third-party platform, cloud storage, and iCloud with encryption, if necessary.

I do not keep track of sensitive information such as:

- Race and ethnic background.
- Political opinions.
- Religious values.
- Biometrics.
- Genetics.

Where sensitive information may be mentioned, noted, or written out by you and me, I do not keep track of it except when it becomes relevant in the therapeutic process. Other sensitive information such as:

- Health.
- Sexual orientation.

This information may arise in the therapeutic relationship, and I may note it as part of the clinical assessment and treatment plans only. I am clinically required to keep your records for seven years as per legislation, after which the data is deleted and physical copies destroyed.

### Your Rights

Under the Data Protection Act 2018, you have the right to find out what information I keep about you and how it is used. This includes the rights to:

- Be informed about how your data is being used.
- Access personal data. You are allowed to request your therapy notes that I keep. To submit a formal request, please send an email to me. Please note that an admin charge is payable upfront.
- Have the incorrect date updated.
- Have the data erased.
- Stop or restrict the processing of your data.

- Data portability (allowing you to get and reuse your data for different services).
- Object to how your data is processed in certain circumstances.

## Your Data

When I collect your data is when you first establish contact with me. This may include when you phoned me for a telephone conversation or consultation, or when you registered on my portal. I will collect further information about you once you have completed my New Client Intake form. I also take brief notes about your sessions and follow up after each one.

The data I collected is stored on a secure iCloud server, as well as on my mobile phone and laptop.

What data do I collect?

- Your name.
- Your date of birth.
- Your address and postcode.
- Your email address
- Your phone number, including your mobile number.
- Your gender.
- Your GP details.

During a session, additional information may be requested, and I record this information as part of the therapeutic notes.

- Your health and medication details, as necessary.
- Your lifestyle and history.
- Any suicidal thoughts.
- Any risks to yourself or others.
- Any abuse you may have suffered, past and present.
- Your mental health status.

How do I use your personal data?

The data I collect initially is to contact you regarding appointments or any information I need to share with you. In the case of my supervision, any personal information is not shared and is handled anonymously.

All information about you is visible only to me. It is not shared with any person unless subpoenaed by the court or when I have a concern for your personal safety, in which case your contact or your emergency contact may be contacted. For example, if you experienced health issues during our session, your emergency contact will be notified initially; if where none is provided, the emergency services may be contacted.

I take notes about the sessions you have attended, which are not shared with anyone, except in situations where you explicitly permit your notes to be shared with an individual or organisation. You will need to request your notes in writing, and a **£25 administration fee applies** to retrieve your archived notes.

Your notes are written as a record of your attendance and your emotional states within the sessions. The notes are written out to help me understand and track your progress in therapy. It is a recommendation of BACP and NCPS that notes of the sessions are taken as part of the clinical work. The session notes helped me to plan an intervention for therapy and provide continual professional service to meet your needs.

Your data is stored for seven years, after which they are deleted from the iCloud server and all electronic devices, including my phone and laptop. If you return after seven years, your record will be taken again as a new client.