Privacy & Data Retention Statement 2018

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This privacy policy and data retention statement adheres to the mandatory GDPR compliance requirements as set out by the EU directive and explains how I, Sarah Jones, use and protect any information that you give to me when we contracted to work together. The only data I collect from you is that which allows me to fulfil my contractual obligations to you. The policy is effective from 25th May 2018.

I am committed to ensuring that your privacy is protected. Should I ask you to provide certain information by which you can be identified when using my services, you can be assured that it will only be used in accordance with this privacy statement.

**Your Details as Provided at contract stage**

This information, which was provided to me at contract stage, will be stored in a locked and secure cabinet. It will be stored for up to 3 months after our work is finished when all records will be securely destroyed.

**Phone Number**

I use certain details to provide counselling services, including your phone number on my smartphone for contact concerning appointments. I will retain your phone number for up to three months after our working agreement ends unless you advise me otherwise.

**Email Details**

I will delete any irrelevant emails and no personal information will be sent within our emails. The emails are electronically stored & are password protected. All emails will be deleted when our work finishes.

**Notes**

In order to track my professional practice, I keep a note of the session date with an initial to identify.  This is also stored electronically and is password protected.  This is kept for the duration of my practice.

This means that we can carry out our work together effectively, ethically and safely.  Counselling has extremely tight ethical boundaries of confidentiality, the BACP standards of ethics reinforce this. I treat the basic data I collect about you in order to do our work in the same respectful and secure way as I do anything else that is brought to counselling.

You can withdraw your consent to the storing of your data at any time. If you have any concerns about the personal data that I collect, use and store you can investigate further or complain, by emailing sarah@sarahjonescounselling.co.uk or by calling me on 07518 240563. More information can be found at <https://ico.org.uk/for-the-public/>