

Rosebay Counselling Privacy Policy

Our contact details

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Date of completion: 21/08/2024

The type of personal information we collect

We currently collect and process the following information:

- Personal Identification information: Name, address, telephone number email address.
- Health Information: Details of your mental and physical health, treatment history, session notes.
- Financial Information: Payment details, billing information.
- Communication Data: Emails, texts, and other communication related to your treatment.

How we get your personal information and why we collect it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Direct Interactions: When you fill out forms, engage in sessions or communicate with us.
- Automated Technologies: We may collect technical data such as IP address and browser type during visits to our website.

We use the information that you have given us in order to:

- Provide counselling services tailored to your needs.
- Manage our relationship with you, including scheduling appointments and processing payments.
- Communicate with you regarding appointments, changes, or updates to our services.
- Comply with legal and ethical obligations (e.g. record-keeping for tax purposes and note taking).
- Ensure the security of our services and your data.
- Conduct audits and ensure the quality of our services.

We may share this information:

- **With your consent:** Where you have given explicit permission.

You can withdraw your consent at any time by contacting us using the details provided at the top of this document.

- **Legal Obligations:** If required by law, court order, or governmental regulations.
- **Service Providers:** Trusted third parties who provide essential services (e.g., accounting or IT support) under strict confidentiality agreements.

How we store your personal information

The personal information that you share with us and the short sessional notes taken are securely stored on a password protected electronic file storing system.

All emails are kept under password protection with two factor authentication.

We keep client information for 7 years after our contract has ended. We will then dispose this information by permanently destroying the electronic files from all locations.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@rosebaycounselling.co.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at info@rosebaycounselling.co.uk.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>