

Live Spirited - Privacy Policy

To safely and appropriately provide you with counselling I need to collect personal data from you and I need your written consent to collect this data.

Counselling is a confidential process and I do not reveal your personal data or the content of your sessions to a third party without your express permission. The only exceptions to this would be if you were threatening your own life or the life of another, there was a safeguarding issue or you were involved in a crime that falls outside of counselling confidentiality boundaries. In these cases, I may decide to contact emergency services or relevant authorities without your permission.

This privacy policy explains what information I collect, how I use it, where I keep it, how long I keep it for and the procedures that I have in place to safeguard your privacy.

What Information Do I Collect?

When you make your initial contact with me contact me, I collect the following information from you:

Name
Email address
Mobile number
Skype / online platform ID
Reason for your enquiry

During your assessment I will gather the following information from you:

General Counselling information
Mental health history
Family history
Current medications
Name and contact details of medical or mental health professionals managing your care
Occupation
Living Arrangement
CORE-OM 34 assessment
Gender identity
Pronoun(s)
Sexual orientation
Relationship status
Nationality
Religion
Results of relevant medical tests

When you choose to proceed from an enquiry, I collect the following information on my Registration Form:

Name
Address

Email address
Landline number
Mobile number
Skype / Online platform ID
Date of birth
GP name and address
Next of kin

During your therapy I will keep brief notes stored electronically of each session to record the content of the session and any homework tasks that may have been agreed.

How do I use this information?

I collect this information for the following reasons:

- To accurately identify you and the means of contacting you for the purpose of offering you psychotherapy.
- To identify all of the factors that may be contributing to the problem you are seeking help with.
- To monitor and measure the effectiveness of my service.

Where do I keep this information?

Any emails relating to your therapy, your Registration Form, Assessment Form and session notes are kept on an encrypted email service and my password protected computer.

How long do I keep your data for?

I destroy computer records after a minimum of 7 years, in line with guidance from my insurers. Your records are not classed as medical records or public records.

How do I safeguard your privacy?

All electronic communication is stored on a Finger Print ID and password protected computer on an encrypted file. Other than your enquiry and registration information, all other documentation is identified by your initials only.

You will not be personally identified in any reports that monitor and measure the effectiveness of my service.

I have regular supervision to ensure that I am providing the best standards of care for you. You are identified in supervision by your first name or initials only. Supervisors may keep records of the guidance they have offered which would not be directly identifiable to you and which would be stored in line with their individual Privacy Policies. My Supervisors do not have access to your data other than in the instance of me becoming incapacitated, at which point they would enact my Clinical Will (see Client Agreement).

Subject Access Request

Should you wish to access your data or have it destroyed before 7 years have elapsed you may submit your request to me in writing. Each application will be considered on an individual basis and any decision to provide access to or destroy your personal data will be reached only after consultation with my insurers and professional bodies. Any documents pertaining to couples work will require the written permission of both parties before being shared.

Data Breaches

I strive to do my utmost to protect your data. However, in the event of a personal data breach the following actions will be taken.

- All breaches will be reported with 72 hours to the data protection officer where deemed necessary.
- If the breach is likely to result in a high risk of adversely affecting individuals' rights and freedoms, I will inform those individuals without undue delay.
- A record of any personal data breaches will be kept.

Data Controller and Processor: Adam Nanayakkara