

Alison Hollingshead Counsellor and Psychotherapist (AHCP) Privacy and Cookies Policy

This notice tells you why AHCP collects information about you and/or your child and how this information may be used.

Updated:15th May 2020

This policy is reviewed and updated periodically, so we encourage you to read it occasionally so that you are fully informed about how we use your data.

Contact details

Data Controller: Alison Hollingshead

Address: 66 King Street, Newcastle, Staffordshire, ST5 1JB

Phone Number: 07801339989

E-mail:info@alisoncounselling.co.uk

Website: <https://www.alisoncounselling.co.uk>

WHAT?

This section details the type of personal information we collect

While using our site, we may ask you to provide us with certain personal data that can be used to contact or identify you ("Personal Data"). Personal Data may include, but is not limited to:

- First name and last name
- Email address
- Phone number
- Address and postcode
- Financial Information when purchasing services or products

For clients who contractually consent to services, we may also collect further, information to enable us to provide the best service we can. Some data collected from clients may include:

- Sensitive information
- Goals and aspirations
- Health related and medical Information
- Emergency contact information

HOW?

This section details how we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you or through cookies (see cookie policy)

WHY?

This section details why we store your personal information.

Date: 15/05/2020

When you supply your personal details to AHCP they are stored and processed for 4 reasons

1. We need to collect personal information about your health in order to provide you with the best possible support. Your requesting support and our agreement to provide that care constitutes a contract. You can, of course, refuse to provide the information, but if you were to do that we would not be able to provide support.
2. We have a “Legitimate Interest” in collecting that information because without it we couldn’t do our job effectively and safely.
3. We also think that it is important that we can contact you in order to confirm your appointments with us or to update you on matters related to your support. This again constitutes “Legitimate Interest”, but this time it is your legitimate interest.
4. Provided we have your consent, we may occasionally send you general health information in the form of articles, advice or newsletters. You may withdraw this consent at any time – just let us know by any convenient method.

RETENTION

Due to insurance and regulatory body advice, we have a legal obligation to retain your records for 6 years after your most recent appointment (or age 25, if this is longer), but after this period you can ask us to delete or destroy your records if you wish. Otherwise, we will retain your records indefinitely in order that we can provide you with the best possible care should you need to see us at some future date. If we do decide to delete or destroy your records they will be electronically erased and/or shredded (paper originals)

WHERE?

This section details where your records are stored

- electronically (“in the cloud”), using a specialist medical records service Cliniko. This provider has given us their assurances that they are fully compliant with the General Data Protection Regulations. Access to this data is password protected, and the passwords are changed regularly.
- on our computers. These are password-protected and backed up regularly.
- on archived paper notes which are stored in locked filing cabinets, and the offices are always locked out of working hours.

We will never share your data with anyone who does not need access without your written consent, unless it is a matter of safeguarding or a legal matter/court request. Only the following people/agencies will have routine access to your data:

- The medical records service who store and process our files – Cliniko
- We also use MailChimp to coordinate our messages, so your name and email address may be saved on their server.
- Any online payments made to purchase products or service will be processed through PayPal, iZettle or bank transfer, whichever method you prefer.

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.

You have the right to see what personal data of yours we hold, and you can also ask us to correct any factual errors. Provided the legal minimum period has elapsed, you can also ask us to erase your records.

We want you to be absolutely confident that we are treating your personal data responsibly, and that we are doing everything we can to make sure that the only people who can access that data have a genuine need to do so.

Of course, if you feel that we are mishandling your personal data in some way, you have the right to complain. Complaints need to be sent to what is referred to in the jargon as the “Data Controller”. Here are the details you need for that:

Alison Hollingshead

info@alisoncounselling.co.uk

07801339989

66 King Street, Newcastle, Staffs ST5 1JB

If you are not satisfied with our response, then you have the right to raise the matter with the Information Commissioner’s Office.

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>

COOKIE POLICY

Information about our use of cookies

Our website uses cookies (such as the Google Analytics Cookie) to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. By continuing to browse the site, you are agreeing to our use of cookies.

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

We use the following cookies:

- **Strictly necessary cookies.** These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website, use a shopping cart or make use of e-billing services.
- **Analytical/performance cookies.** They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.
- **Functionality cookies.** These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).
- **Targeting cookies.** These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website and the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose.

Please note that third parties (including, for example, advertising networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control. These cookies are likely to be analytical/performance cookies or targeting cookies.

You block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site.

Except for essential cookies, all cookies will expire after three months.