

HONEST THERAPY PRIVACY POLICY

CREATED ON 18/05/2023. LAST REVIEWED AND UPDATED ON

WHAT I DO

Maria Angeles Fajardo Durán provides Counselling services to clients from an Integrative approach, based on their needs and requests. As a fully qualified Integrative Counsellor, I offer a confidential and non-judgemental space between the client and the therapist to explore any issues that are troubling them and stopping them from thriving in life.

Your privacy is very important to me, and you can be confident that your personal information will be kept safe and secure and will only be used for the purpose it was given to me. I adhere to current data protection legislation, including the General Data Protection Regulation (EU/2016/679) (the GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

I am happy to answer any questions you might have about my data protection policy, and you can contact me at honest.therapy.co.uk@gmail.com. I am registered with the Information Commissioner's Office [Registration Number: ZB543793].

HOW I OBTAIN YOUR PERSONAL DATA

You provide me with personal data in the following ways:

- By completing a personal details form
- By signing a counselling agreement
- During a counselling session
- Through email, over the telephone or by post
- By making online payments

This may include the following information:

- Basic details such as name, address, contact details and emergency contact
- Details of contact I have had with you such as referrals and appointment requests
- Health information where this is linked to the counselling work or presenting issue
- Counselling session notes
- GP contact information
- Bank details

I use this information in order to provide you with appropriate health treatment through counselling therapy. This means that the legal basis of holding your personal data is for legitimate interest. Following the end of our agreed contract I retain your personal data for the period defined by my professional association BACP and my insurer (i.e. for 5 years from the end of our contact with each other). This enables me to process any complaint you may make. In this case the legal basis of holding your personal data is for contract administration.

HOW I USE YOUR PERSONAL DATA

I act as 'Data controller', which is the term used to describe the person/organisation that collects and stores and has responsibility for people's personal data.

I commit to protecting your personal data in a manner which is consistent with my duty as a professional and the requirements of the General Data Protection Regulation (GDPR) concerning data protection. I will also take reasonable security measures to protect your personal data storage.

I may use your personal data where there is an overriding public interest in using the information, e.g. in order to safeguard an individual, or to prevent a serious crime. Also, where there is a legal requirement such as a formal court order.

WHO WILL I SHARE YOUR DATA WITH

I will keep information about you confidential. I will only disclose your information with other third parties with your express consent, with the exception of the following categories of third parties:

- My registrant body, BACP, for the processing of a counselling complaint made by you
- Anyone to whom I may transfer my rights and duties under any agreement I have with you
- Any legal or crime prevention agencies and/or to satisfy any regulatory request if I have a duty to do so or if the law allows me to do so

I will seek your express consent before sharing your information with your GP or other healthcare providers. However, if I believe that your life is in danger, I may pass your information onto an appropriate authority (such as the police, social services in the case of a child or vulnerable adult, or GP in case of self-harm) using the legal basis of vital interests.

I may share your case history in an anonymised form with peers and my clinical supervisor for the purpose of professional development and ethical practice.

WHAT ARE YOUR RIGHTS

You have a right to ask me to delete your personal information, to limit how I use your personal information, or to stop processing your personal information.

You also have a right to ask for a copy of any information that I hold about you and to object to the use of your personal data in some circumstances. You can read more about your rights at ico.org.uk/your-data-matters.

If I do hold information about you I will:

- give you a description of it and where it came from
- tell you why I am holding it, tell you how long I will store your data and how I made this decision
- tell you who it could be disclosed to
- let you have a copy of the information in an intelligible form.

You can also ask me at any time to correct any mistakes there may be in the personal information I hold about you. To make a request for any personal information I may hold about you, please put the request in writing addressing it to honest.therapy.co.uk@gmail.com. If you have any complaint about how I handle your personal data, please do not hesitate to get in touch with me by writing or emailing to the contact details given above.

If you want to make a formal complaint about the way I have processed your personal information you can contact the ICO which is the statutory body that oversees data protection law in the UK. For more information go to ico.org.uk/make-a-complaint.

DATA SECURITY

I take the security of the data I hold about you very seriously and as such I take every effort to make sure it is kept secure.

Any paper notes are stored in a locked filing cabinet. Any notes from counselling sessions are stored under a code rather than the client's name and are stored separately from any personal data about the client and agreement. Any data that is stored electronically is done so under password-protection.

WEBSITE DETAILS

Honest therapy website is hosted by Squarespace. Squarespace collects personal data when you visit this website, including:

- Information about your browser, network and device

- Web pages you visited prior to coming to this website
- Web pages you view while on this website
- Your IP address

Squarespace needs the data to run this website, and to protect and improve its platform and services. Squarespace analyses the data in a de-personalized form.

Like most websites I use cookies to help the site work more efficiently. To find out more about viewing the cookies dropped on your device, visit [The cookies Squarespace uses](#).

- [These functional and required cookies](#) are always used, which allow Squarespace, our hosting platform, to securely serve this website to you.
- [These analytics and performance cookies](#) are used on this website, as described below, only when you acknowledge our cookie banner. This website uses analytics and performance cookies to view site traffic, activity, and other data.