

Privacy Statement May 2018

This statement confirms how I, Nathalie Griffin, use and protect any information you give to me for the duration of the counselling contract. I am committed to safeguarding and protecting your information. If I ask you for any information, it will only be used according to this privacy statement.

I may change this statement from time to time, in line with legislation. I will provide you with an updated statement if this happens. Please also note that you are allowed to ask me for any updated Privacy Statements regarding my practice after we have stopped working together. I will also update my website www.nathaliegriffin.com and I would advise checking it from time to time for any updates. This Statement is effective from 25th May 2018.

How I use your information

1. I will use your contact details as per the counselling contract to arrange and confirm appointments
2. Send you extra information that we may have discussed in session and only with your permission
3. To contact you if I have a concern about significant harm.
4. I will discuss our work together with my clinical supervisor, though I will not provide any identifying details so that I can protect your anonymity
5. Please note that I need permission from your emergency contact to hold their information.

Your rights and Access to Information

1. Unless prevented from doing so for legal reasons, I will provide you with any information I hold about you within one month of receiving a written request, which we can complete in a session if this is appropriate.
2. You can also ask me to change and/or delete any information I hold about you which you feel is inaccurate, unless I am prevented from doing so for legal reasons.

About me:

1. I am registered as a Data Controller with the ICO as Nathalie Griffin, number CSN8883310
2. I am registered with HM Revenue & Customs (HMRC) as a sole trader
3. I am a registered member of the British Association for Counsellors and Psychotherapists

Storage and management of personal records:

1. Your contact details and any identifying information are kept separately from session notes, both of which are stored separately in a locked cabinet. These will be destroyed two years after we have finished working together. I will only store them for a longer period of time with your permission. Please be aware that text messages and emails will also be stored for the same time period.
2. I will store your contact phone number on my mobile phone, which is password protected, using your initials, for the duration of the counselling contract.
3. I will store your email contact in my Gmail account for the duration of the counselling contract.
4. I use a laptop-based electronic anonymised coded system to track attendance and payment, which I will store for seven years. Appointment dates are initially recorded in a paper diary, which I will also destroy after two years.
5. If you choose to pay by BACS, I will retain bank records of the account name and number and amounts paid for at least seven years.
6. If HMRC should audit my accounts, any details contained within my banking records will be visible to them.

Electronic and telephone contact and communications:

1. My main email contact is a Gmail account – please view Google Privacy Terms and Conditions here: <https://policies.google.com/privacy>
2. My main mobile phone contact is Vodafone – please view the Vodafone Privacy Policy for mobile phones here: <https://www.vodafone.co.uk/privacy/mobile-devices>
3. My website is hosted by 123-reg – please view the 123-reg Data Protection and Privacy Policy here: <https://www.123-reg.co.uk/terms/privacy.shtml>
4. My website is managed with a Wordpress content management system – please view the Wordpress Privacy Policy here: <https://en-gb.wordpress.org/about/privacy/>
5. Most websites and internet search engines use Google Analytics and I do not have any access to this information.
6. Facebook also track user information, and I do not have access to information about who is viewing my Facebook page.

If you have any questions about the above, please ask me as soon as possible, or visit the

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