

Privacy Policy

REBECCA VIVASH COUNSELLING

Privacy Policy – last updated 1st September 2024

1. Introduction

This privacy policy outlines how Rebecca Vivash, a registered counsellor based in the United Kingdom, collects, uses, and protects your personal data in compliance with the General Data Protection Regulation (GDPR), the Data Protection Act 2018, the Information Commissioner's Office (ICO) guidelines, and the British Association for Counselling and Psychotherapy (BACP) ethical framework.

2. Data Controller

Rebecca Vivash is the data controller responsible for your personal data. You can contact me at:

- **Email:** contact@rebeccavivashcounselling.com
- **Telephone:** 07975771026
- **Address:** Northampton Therapy Rooms, Quinton

3. Types of Data Collected

I may collect and process the following types of personal data:

- **Personal Identification Information:** Name, address, email address, telephone number.
- **Sensitive Personal Data:** Information regarding your mental health, medical history, and other details relevant to the counselling process.
- **Website Usage Data:** Information about your interactions with my website, including cookies, IP address, and browser type.
- **Communication Data:** Records of our email and phone communications.
- **Session Notes:** Brief notes taken during or after counselling sessions, stored securely.

4. Legal Basis for Processing Data

Your personal data is collected and processed based on one or more of the following legal bases:

- **Consent:** By engaging in counselling services, you consent to the processing of your personal data as described in this policy.
- **Contract:** Processing is necessary for the performance of a contract with you.
- **Legal Obligation:** I am required to process certain data to comply with legal obligations.

- **Legitimate Interests:** Processing is necessary for legitimate interests pursued by me, such as ensuring the quality of counselling services.

5. How Your Data Is Collected

Your data may be collected through the following means:

- **Directly from you:** During initial consultations, counselling sessions, and through email or phone communications.
- **Website:** When you visit my website, cookies may collect information about your use of the site.

6. How Your Data Is Used

Your personal data will be used for the following purposes:

- **Provision of Counselling Services:** To offer you counselling services in line with the BACP ethical framework.
- **Communication:** To communicate with you regarding appointments, cancellations, or follow-up information.
- **Record Keeping:** To maintain accurate and appropriate records of sessions.
- **Website Improvement:** To improve the functionality and user experience of my website.

7. Data Storage and Security

- **Paper Records:** Paper records, including session notes, are stored in a locked cabinet in my office.
- **Electronic Records:** Electronic records, including emails, are stored on secure servers with appropriate encryption and access controls.
- **Cookies:** Cookies are stored on your device to enhance your experience on my website. You can manage your cookie preferences through your browser settings.

8. Data Sharing

Your personal data will not be shared with third parties except in the following circumstances:

- **With your explicit consent.**
- **When required by law:** If I am legally obliged to disclose your data.
- **For supervision purposes:** In line with BACP guidelines, I may discuss your case in supervision to ensure quality service. However, your identity will remain confidential.

9. Data Retention

Your personal data will be retained for as long as necessary to fulfil the purposes outlined in this policy or as required by law. Typically, session notes are retained for a period of [e.g., 7 years] after the end of our counselling relationship.

10. Your Rights

You have the following rights regarding your personal data:

- **Access:** You have the right to request access to your personal data.
- **Rectification:** You can request that incorrect or incomplete data be corrected.
- **Erasure:** You can request that your data be deleted under certain conditions.
- **Restriction:** You can request the restriction of processing of your data under certain circumstances.
- **Data Portability:** You can request that your data be transferred to another data controller.
- **Object:** You have the right to object to the processing of your data under certain conditions.

To exercise any of these rights, please contact me using the contact details provided above.

11. Cookies

Cookies are small text files placed on your device to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and compile statistical reports on website activity. You can set your browser not to accept cookies, and the above websites tell you how to remove cookies from your browser.

12. Changes to This Privacy Policy

This privacy policy may be updated from time to time. The latest version will always be available on my website, and significant changes will be communicated to you directly.

13. Complaints and Professional Conduct

If you believe your data has been mishandled, you have the right to lodge a complaint with the Information Commissioner's Office (ICO). However, I would appreciate the opportunity to address your concerns before you approach the ICO, so please contact me first.

I am an Accredited Member of the British Association for Counselling and Psychotherapy (BACP) and work in accordance with the BACP Ethical Framework for the Counselling Professions.

If you have any concerns or wish to make a complaint about the service I provide, I encourage you to raise this with me in the first instance so that I have the opportunity to address your concerns. If you remain dissatisfied, you may also make a complaint to the BACP, which has a Professional Conduct Procedure for considering complaints about BACP members. Further information is available on the BACP website.

14. Contact Information

If you have any questions or concerns about this privacy policy or your personal data, please contact me at:

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- **Address:** Northampton Therapy Rooms, Quinton