Fiona Riby Counselling

Privacy Statement

Information Commissioners Office (ICO) registration reference: ZB338257

Data controller and processor: Fiona Riby

Data subjects: Clients

This statement is written with the intention of providing transparent information regarding how Fiona Riby Counselling control and process personal data.  To find out more about General Data Protection Regulations (GDPR) and your rights,

Please go to <https://ico.org.uk/for-the-public/> or <https://ico.org.uk/global/contact-us/>

**The service**

Fiona Riby provides personal counselling by private contract to clients.

**Data collection points**

Enquiries to Fiona Riby Counselling are received via a number of channels; contact form on [www.fionaribycounselling.co.uk](http://www.fionaribycounselling.co.uk), telephone, text or email. Initial enquiries usually contain some personal information such as names, emails and telephone numbers. Emails are received via: [www.fionaribycounselling.co.uk](http://www.fionaribycounselling.co.uk), Google Business Profile, and marketing on the Counselling Directory, BACP find a Therapist. Other data is collected at initial meetings either by telephone or an online meeting and following each counselling session.

**Data collection & processing, what information and why do I process it?**

Any client data collected and/or retained by Fiona Riby Counselling (including personal information) is solely processed in order to make relevant contact with and provide counselling to clients.

**Personal information collected/processed;**

Full name

Date of birth

Home address

Telephone number

GP name and address

Email address

**Other information collected/processed regarding clients/attendees;**

Brief session notes made are kept on an internal client management system which is encrypted.

Anonymised monitoring information, identifiable by unique client codes.

Text messages

Emails

**Third party data collection & processing**

The counselling directory and the BACP find a therapist provide robust information regarding their privacy policies and any processing of personal data to all users which can be found at <https://www.counselling-directory.org.uk/privacy.html> or at <https://www.bacp.co.uk/privacy-notice/>

Fiona Riby Counselling website is hosted by Wix.  Your information will be shared with ECC&T via the Wix tools.  For more information about how and why Wix store and share information please take a look at <https://www.wix.com/about/privacy>

**Data storage, retention & disposal**

Fiona Riby Counselling store paper records, including personal information in a locked filing cabinet and electronic information is stored on an encrypted client management system, e-mail, text and telephone numbers are stored on a password protected laptop and encrypted format. Telephone numbers are anonymised, with those and any text messages being held on password protected professional mobile phones.  Session/counselling notes are stored electronically on an internal client management system. Data is held for a maximum of 5 years after client’s last contact with Fiona Riby Counselling and in line with insurance requirements and GDPR. After this time, data is then disposed of securely and confidentially.

**Data sharing**

It is rare that any personal information would be shared. As BACP registered counsellors, anonymised client information is shared with professional supervisors (a requirement of registration) in order to maximise service provision to clients. Personal information will not be shared with any other party without prior client consent, with the exception where Fiona Riby Counselling believe that not sharing the information would result in the risk of harm to clients or any other person or if there is a legal requirement to do so.

In the event that Fiona Riby is in some way incapacitated, all records will be destroyed confidentially by the Fiona’s supervisor. Every effort will be made to ensure current clients are informed of this action.

**Counselling agreements**

All clients proceeding with counselling are required to consent in writing to both the parameters of counselling and data collection within a detailed counselling agreement. This agreement sets out elements of the counselling contract with a detailed privacy statement prior to a section where personal data is collected.

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Where another type of third party is involved, unless we gather personal information pertaining to themselves, they will not be required to provide their consent, any information shared regarding the client (other than attendance information) will be subject to clients’ providing consent.

**Access to personal data and requests to erase, limit use or amend personal data**

As clients consent to and provide personal information, they are informed that they can request access to this information at any time and provided with details as to where they can learn more about their rights in relation to GDPR. No charges will be made for accessing personal information and the personal information will be provided at the earliest possible time. Clients also have the right to request that data is erased, limited or amended and the right to be compensated for any harm caused by incorrectly processing personal information.

**Data breeches**

Where there has been a breech to Fiona Riby Counselling GDPR policy, for example data has been shared with a third party without consent or data has not been destroyed in a timely manner, the breech will be reported to the ICO within 72 hours.

This statement is written with the intention of providing transparent information regarding how Fiona Riby Counselling, control and process personal data. If you have any queries regarding this policy, please contact us using the details above. To find out more about General Data Protection Regulations (GDPR) and your rights, please go to <https://ico.org.uk/for-the-public/> or <https://ico.org.uk/global/contact-us/>