



VICKY  
CORFIELD  
COUNSELLING

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## **GDPR Privacy policy**

### **Why I need your data**

I need your basic personal data, including first and last name, phone number and email address to provide counselling services to you. I will use this basic data to be able to contact you following an initial enquiry. Whilst working with you I use this data to contact you when necessary, outside of our counselling session.

### **How I use and store your information**

Your name, phone number, email address and session dates are kept securely on my computer and are fully protected with passwords and virus software. This data is only accessible by me.

I will hold your phone number on my phone for contact only and this record will be saved using your initials only.

### **How long will I store your information**

When you contact me with an initial enquiry about my counselling services, I will collect information to help me complete your enquiry. If you decide not to proceed, I will ensure your

personal data is deleted within 7 days. If you would like me to delete the information sooner, then please let me know.

Whilst accessing my counselling services I will keep your personal data for the duration of our work together. Once you have finished counselling, I will keep any personal data for 6 months following the date of our last session together. If you would like me to delete the information sooner, then please let me know.

The exception to this is invoices or receipts that I have sent you, these will show your name only. The HMRC requirement is for records to be kept for 6 years after which they will be destroyed.

### **Clinical Will**

In line with BACP requirements I have a clinical will that is there to ensure you are contacted in the event that I am unable to see you and cannot contact you myself or in the event of my death. My colleague NAME has instructions on accessing your contact details in these circumstances only.

### **Your rights**

You have a right to request a copy of your personal information that I hold. A request to see this information and have it corrected or deleted can be emailed to me. If you have any changes to your contact details or change your name then please keep me updated with these. If you wish to complain about the way I am processing your data, please speak to me first and if you do not feel satisfied with my response you can complain to the Information Commissioner's office : <https://ico.org.uk/>