

PRIVACY POLICY



I, Mary Martin, am registered with the Information Commissioners Office (ICO) as the Data Controller for Mary Martin.co.uk

This policy is about how I store and use any information you may give me – as an enquiring, current and past client, or as a visitor to my website.

I collect and store your personal data in order to provide a safe and professional counselling service. In line with the EU General Data Protection Regulation (GDPR) I only collect and store personal data about you for lawful reasons.

Your personal data will only be stored and processed if it meets at least one of the following criteria:

- A contract and/or consent between us
- A legitimate interest of my service
- A legal obligation

Your personal data is never shared with anyone without your knowledge or consent, unless I am obliged legally and/or ethically to do so. For example my duty of care towards you, a serious risk of harm to self or others or allegations/evidence of a serious crime. Your consent to share information about you is not required in these circumstances, however I will attempt as much as possible to involve you in this process, to share my concerns and gain your consent where possible.

The information I hold about you and how I store it:

- Your email address and emails from our first point of contact are stored in an online email account.
- Your signed Intake form which details you name, address, contact number, email address, GP name and contact details is stored as a paper file only, in a locked filing cabinet.

- I keep anonymised brief notes about our sessions, using only your initials and the date of session to establish identity. These are in paper form only and are also stored in a locked filing cabinet.
- Financial records are held both on paper, and digitally on invoices sent to you by email. Paper copies of Invoices are stored in a locked filing cabinet. If you make payments by BACS, then your information is stored by my bank. In this case I do not have jurisdiction over this data and am not able to delete it.

How long I keep your data:

I will keep your data for five years after the end of your counselling process, as is required by my insurance. After five years, all paper data including session notes will be shredded. I will also delete all digital data including emails.

The only exceptions to this are where:

- the law requires me to hold your personal information for a longer period or to delete it sooner
- you exercise your right to have the information erased (where it applies) and I do not need to hold it in connection with my insurance or other legal requirements
- I bring or defend a legal claim or other proceedings during the period I retain your personal information. In this case I will retain your personal information until those proceedings have concluded and no further appeals are possible

I will only share your personal information with a third party:

- Where you give your consent for me to do so
- Where there is a legal requirement to do so (e.g. a court order).
- Where there is a legitimate safeguarding issue involving a significant risk of harm to you or another person. In which case I will contact your GP, an emergency contact and/or the emergency services where appropriate.

Sharing fully anonymised personal information:

The ethical code of the BACP, my governing body, requires that I have regular clinical supervision with my mentor in order to discuss my practice. Supervision is a confidential process. I may take aspects of our work together to my Clinical Supervisor, however this is always anonymous without disclosing any individual identities.

Your Legal Rights under GDPR

Your legal rights in relation to the data I hold about you are:

- the right to access your personal information
- the right to rectification of any inaccurate factual information
- the right to withdraw your consent to the non-essential processing of information
- the right to request the erasure of your personal information

To request access to your data, you can speak to me in person or send me an email at info@marymartin.co.uk. I will provide copies of the data I hold on you within 30 days of your request.

You can withdraw your consent to have your data stored by me at any time and/or request its destruction. However there are some legal limitations to this right. For example, when the need to keep a written record of our work for is a condition of my insurance.

More information about your legal Data Subject Rights can be found at the Information Commissioners Office website: <https://ico.org.uk/>

Should you be dissatisfied with how I process your data or wish to make a complaint about this, you have a right to lodge a complaint with the Information Commissioner's Office. This can be done at <https://ico.org.uk/concerns/>

Cookies& Visitor Analytics

Visitor Analytics is a simple website analytics tool which measures the number and quality of visitors to a particular website. Through collecting these statistics website owners can track their online presence and make their visitors' experience better. (Eg How many daily visitors does the site get, What pages and content are most popular, Where do visitors link to the website from?)

As a website owner using Visitor Analytics, I am using cookies to collect data about my visitors' device type and screen size, approximate location, browser, operating system, IPs, page visits, bounce rate, conversions and popular content on the website. All this data is pseudonymized and Visitor Analytics will never use the collected data to identify individual users or to match it with additional information on an individual user. Each visitor has control over the cookies placement.

How to control cookies: You can control and/or delete cookies as you wish by checking your browser settings on each device - for details, see aboutcookies.org. For further information, please check Visitor Analytics' Terms Of Use, Cookie Information and Opt-Out / Do Not Track.

Contact Me

Should you have any questions or complaints about this policy please contact me at info@marymartin.co.uk or on 07400 647 453

Policy Written: Sept 2020, Due for Review: Sept 2021