

Data Protection and Privacy

I, Jenny Cole, am registered with the Information Commissioner's Office as the data controller for Jenny Cole Counselling. I collect and hold only the data about you that I need to in order to provide a safe service.

This data is not shared with anyone without your prior knowledge and consent, unless I am in a position where I have an obligation to report due to legal reasons or because of duty of care for example imminent danger to self or others; suspicion of abuse of a child; knowledge of a crime that is about to take place, information about terrorism. In any of these instances I would not require your consent to share this information, though would always attempt to ensure your knowledge of the process.

This data is part of our contract. The contract (which is on paper) is held securely in a locked cabinet to which only I have access.

Information I hold and how it is stored

- Email addresses and emails between us are stored in a password protected online email account.
- Your contact form which details your name, address, contact number, emergency contact/GP and email address is stored as a paper file only, in a locked filing cabinet.
- Your signed counselling agreement contract is stored as a paper file only, in a locked filing cabinet.
- I keep brief anonymised handwritten notes about our sessions, using only your initials and a date for identity, stored in a locked filing cabinet.
- Phone numbers are stored in a passcode/fingerprint protected smartphone, using your first name only and sometimes a second initial if I have more than one client with the same first name.

I use iZettle both to take card payments and to record cash payments and to send receipts by email. As such this data is processed by iZettle and is covered by their privacy policy which can be accessed here: <https://www.izettle.com/gb/privacypolicy>

How long I keep data

I keep brief handwritten notes of our sessions. These notes may contain information that is deemed sensitive by the Information Commissioner's Office (e.g. about mental health conditions, sexuality, gender, religious beliefs). Only initials and a date are used on these notes, which are kept separately from your contract. These notes are held securely in a locked cabinet to which only I have access. As required by my insurance company I will keep these notes for five years after the end of your counselling process after such time the notes will be shredded.

If You Don't Consent

If you do not consent to Jenny Cole Counselling collecting and holding this data I will not be able to work with you. This is a decision I make to protect your safety. My duty of care means it would be unsafe and unethical of me to work with a client for whom I held no information.

Right to Access Data

You have a right to access the data Jenny Cole Counselling holds on you. To do this email Jenny Cole at info@jennycolecounselling.co.uk. Data held will be passed to you within a month. Right of Erasure You have right to request that Jenny Cole Counselling delete your personal data. The decision about whether I can comply with this request will take into account any legal requirements I must meet.

Website Cookies

The Jenny Cole Counselling website is hosted by Wix.com and captures both Session (Transient) & Persistent (Permanent/Stored) cookies. Session (Transient) cookies: these cookies are erased when you close your browser, and do not collect information from your computer. They typically store information in the form of a session identification that does not personally identify the user. Persistent (Permanent/Stored) cookies: these cookies are stored on your hard drive until they expire (i.e based on a set expiration date) or until you delete them. are used to collect identifying information about the user, such as Web surfing behavior or user preferences for a specific site. For more information about cookies and instructions on deleting them, please click the "Use of Cookies" link at the bottom of the page.