

Privacy and data protection policy

Any personal data provided by you to the SC.counselling service through any means (verbal, written or in electronic form) will be held and processed in accordance with the data protection principles set out in the [Data Protection Act 1998](#) and the [General Data Protection Regulation](#) for the purposes for which you have given consent, to provide the services you have requested from myself and to meet the legitimate interests of the service.

Introduction

SC.counselling Service the 'data controller', referred to below as "SC, or "I" "myself", "my") is committed to protecting your privacy. Please read the following in order to learn more about SC's privacy policy and my information collection and use practices.

This policy applies to data collected by myself via email, social media pages, in sessions and telephone. If you have any queries concerning your personal information or any questions on our use of the information, please contact Simi Chera on sc_counselling@yahoo.com, via telephone or via messaging services through SC counselling's social media pages.

When you request counselling with SC.counselling, or otherwise provide your personal details to myself, you will be asked to consent to our processing of your data under the terms of this policy.

What information do I collect?

Registering with SC.counselling to request access to my counselling service can be done online via email, through SC.counselling's social media pages and telephone. My request process involves providing me with your email address to send over documentation such as contracts, forms and policies.

Forms will collect information such as name, address, telephone numbers and email address. This is to ensure contact can be made. Forms also include GP details and emergency contacts for safeguarding and safety purposes. I will also collect information on availability and therapeutic issues.

What do I use your information for?

I use information held about you in the following ways:

- To provide clients with the professional counselling service requested.
- To offer suitable counselling appointments.
- To notify you about changes to your appointments and other changes to the service.
- To seek feedback from you on your experience of counselling with me.
- To improve the service to ensure that it is provided in the most effective manner for you and for myself.
- To administer the service, including the arrangement of appointments, the handling of finance, data analysis, research, statistical and survey purposes.

- To keep in touch with those who consent to this, for the purposes of organisational and service development.
- To fulfil my administrative, legal and contractual obligations as a counsellor.

What information do I share?

I will **not** share any information about you with other organisations or people, except in the following situations:

- **Consent** – SC may share your information with professional carers or others whom you have requested or agreed I should contact.
- **Serious harm** – SC may share your information with the relevant authorities if I have reason to believe that this may prevent serious harm being caused to you or another person.
- **Compliance with law** – SC may share your information where I am required to by law or by the regulations and other rules to which we are subject.

How do I keep your information safe?

All information you provide to me is stored as securely as possible. All data will be handled electronically. All electronic records are stored securely and will be password protected.

Unfortunately, the transmission of information via the internet is never completely secure. Although I will do my best to protect your information using standard protocols and encryption, I cannot guarantee the security of your data transmitted to myself via email or social media pages. Any transmission is at your own risk. Once I have received your information, I will use strict procedures and security features to try to prevent unauthorised access.

Your identifiable personal information is kept separately from any session notes and other descriptive material. Client notes and other documentation are destroyed 5 years after the end of counselling.

Your rights

You have the right to ask myself to provide a copy of the information held by myself in my records. You also have the right to require me to correct any inaccuracies in your information. If you would like to do this, please contact me sc_counselling@yahoo.com, phone or in a session.

You may withdraw your consent for me to hold and process your data at any time. However, if you do this while actively receiving counselling with SC, your counselling would have to end. You can withdraw your consent by informing me in writing via email at sc_counselling@yahoo.com

Changes to this policy

I may edit this policy from time to time. You will be notified of any changes to this policy via email.