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**Wellspring Therapy Service - Privacy Policy**

Under General Data Protection Regulations (GDPR) 2018 you have the right to know what information is stored and collected about you. This policy describes how and why the service uses and protects your personal information, privacy and rights.

**Storing your information**

The service will store the information you give us such as your personal details, including your name, contact details (including postal address, telephone number, e-mail address), your date of birth and your gender.

We also collect special category data which is considered more sensitive, examples are information about health, race, religious beliefs or sexuality. We may ask for this information from clients to help understand your background and social context as this may be helpful for therapy and to record data for equality and diversity. You are not obligated to give this information.

Your personal information is stored securely and confidentially. Electronically, data will be encrypted and password protected and paper documents will be stored in a locked file. Your personal information, assessment, Client Agreement, session notes and forms will be stored securely for up to 7 years after your therapy has ended.

**Using your information**

We may use your personal information to provide you with therapy services and this will be stored securely. We will keep a record of your sessions (with personal information like email address, encrypted); respond to queries; communicate with you; contact you for administrative reasons; understand how we can improve the service and meet our legal obligations (outlined in the Client Agreement).

**Research**

The service aims to carry out research to monitor and evaluate services, and to get a better understanding of issues related to counselling and mental health. Data collected on outcome measures (eg CORE 10) will be de-personalised. Where personal details or potentially identifying information is collected this will be encrypted electronically, purpose will be made clear and you will be asked for your consent.

The de-personalised information collected may be shared with other carefully selected agencies (such as counselling agencies and the BACP) for the purpose of understanding issues related to mental health, the effectiveness of counselling and to help improve services.

**Right to access**

You have the right to access a copy of your personal information and the right to ask the service to amend any incorrect information about you.

**Right to erasure**

You have the right to delete any information that the service holds about you. This includes your personal information or if you wish to withdraw your consent. The only exception is if the service has a legal obligation to retain the information.

**Data portability**

You have the right to receive your personal information and have the right to transfer the information to another party if you are still a client at the service. After your therapy has ended the information may be deleted.

*We reserve the right to modify this privacy policy at any time,*

Data Controller is Helen Breakwell, Wellspring Therapy Service

For more details please visit [UK’s Information Commissioner’s Office (ICO](http://www.ico.org.uk/)).

*Updated September 2020*