Sarah Kirrane Counselling Privacy Notice

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**Introduction**

Sarah Kirrane Counselling, referred to below as “the practice”, is committed to protecting your privacy and your personal information will be handled in a respectful and professional manner.

The practice is registered with the Information Commissioners Office, (ICO registration number: ZB249351).

Users are encouraged to read this privacy policy carefully and to use it to make informed decisions.

1. How do we receive information about you?

* When you use or access the site
* When you voluntarily provide your personal details (e.g. at the initial assessment appointment, when arranging/cancelling counselling sessions and during ongoing counselling sessions).

1. What information does the practice collect?

**Website**

The practice receives, collects and stores any information you enter on our website or provide us in any other way. When you use the site, you consent to the collection, storage, use, disclosure and other uses of your personal information as described in this privacy policy.

Un-identified and non-identifiable Information may be made available or gathered from your use of the site. We are not aware of the identity of a user from which the non-personal information was collected. Non personal information collected may include technical information transmitted by your device, including certain software and hardware information (e.g. the type of browser and operating system your device uses, language preferences, access time etc.) in order to improve the functionality of the site. We may also collect information on your activity on the site (e.g. pages viewed, online browsing, clicks, actions etc.).

Identifiable information (device information) may also be made available through your use of this site. Such information includes geolocation data, IP address, unique identifiers such as your MAC address) and any other information which relates to your activity through the site.

**Other**

During and/or following initial contact, you will be asked for contact information if you have not already provided it by, for example, sending an email to the practice. You will be asked about your current personal, social, employment and health circumstances including any medication you may be taking at that time. You will be asked about your background and will be asked to provide your address, emergency contact details and GP contact information as well as the issues which have led you to seek counselling. This information is required in order to decide what help is needed and to manage the therapeutic service offered to you.

Booking further counselling sessions can be done online via email and text or over the phone and involves providing your name, telephone number and email address if you haven’t already done so. You will also need to provide details of your availability for appointments. You may decide to offer further information about your situation voluntarily. For example, if you cannot attend a session you may want to offer the reason.

Should counselling sessions continue, further information about your background and circumstances may be provided as part of the ongoing therapeutic process.

1. What is your information used for?

* To provide you with the professional counselling service requested.
* To administer the service including the arrangement of suitable appointments and fee payment.
* In cases of emergencies or safeguarding, I may need to contact the emergency contact provided by yourself or your GP. This will be done with your consent where possible.

1. What information is shared?

Information about you will not be shared with other organisations or people unless:

* you have requested or agreed that information may be shared with healthcare professionals or others by providing written consent where possible.
* there is reason to believe that sharing information with the relevant authorities may prevent serious harm from being caused to you, another person or the public.
* required by law

1. How is your information kept safe?

All information you provide is stored as securely as possible. All written notes and correspondence are kept in a locked filing cabinet on the premises.

Any electronic documents sent to me via email, for example signed contracts or client detail forms will be saved in a password protected file on my laptop.

Transmission of information via the internet is, unfortunately never fully secure. Although best efforts will be made to protect your information, the security of your data transmitted via email cannot be guaranteed. Therefore any transmission is at your own risk. Once your information has been received, all reasonable steps will be taken to prevent unauthorised access.

Client notes and other documentation are destroyed as confidential waste six years after the end of counselling.

1. Your Rights (subject access request)

You have the right to ask for a copy of your information, also known as a ‘subject access request’. You also have the right to correct any inaccuracies in your information. If you would like to make a subject access request, please do so in writing by emailing the practice: [info@skirranecounselling.com](mailto:info@skirranecounselling.com). You will receive your personal information one calendar month from the date requested.

You may withdraw your consent for the practice to hold and process your data at any time. Please note that if you do withdraw your consent whilst receiving counselling at this practice, it will no longer be possible to continue to provide you with a therapeutic service.

You can withdraw your consent by sending your written request to the practice email address provided above.

1. Changes to this policy

This policy may be reviewed and updated as necessary.