

Privacy Policy

Confidentiality and Security

The information shared with me is held in strict confidence and all electronically stored information is stored on a password protected drive.

When you first contact me, I will request you complete an application form with your basic data set: name, address, date of birth, contact phone numbers and email and preferred contact details. I may ask you to complete an anonymised CORE (Clinical Outcomes in Routine Evaluation) form. This shows how you have been feeling over the past week, via 34 questions.

On commencing counselling, you will have completed and signed a counselling contract with me. This gives your name, the day and times we meet, the agreed fee and your GP name and/or surgery and emergency contact details along with your signature. I maintain a record of when you attended sessions and brief factual notes. Your information will be provided by you directly. I do not use any other sources to collect information about you.

I collect the minimum information necessary for me to be able to contact you regarding appointments and for me to enact my duty of care to contact your GP should this be necessary. I will not share your data with any other person or organisation without your knowledge or permission unless legally required to do so.

In adherence with the BACP ethical code, I am obliged to break confidentiality if you were to disclose:

- Involvement in or knowledge of an act of terrorism, money laundering and drugs trafficking.

In addition, I have a duty of care to report instances of harm to self or to others and I do have a legal obligation to report harm or abuse to a minor or vulnerable adult.

If at any point during the counselling, I felt you were at serious risk of harming yourself or others, I would contact your GP. Should this circumstance arise, you would be kept fully informed of any such plans for communication.

The content of your emails will not be communicated with anyone excepting for the purposes of supervision of my practice. When elements of our sessions are taken to supervision, no identifying information such as your name is used. My supervisor also follows the same procedures for confidentiality as I have outlined.

Audio visual counselling takes advantage of the encrypted services offered by Zoom

At the end of our counselling agreement copies of our exchanges will be stored electronically on a password protected drive for a period of 3 years, in accordance with guidance from the BACP, after this time the information will be deleted and any paper documents will be shredded.

Conditions of counselling

As I aim to offer confidentiality regarding the content of our sessions, I would ask that you do the same by not sharing any of the content of our sessions with any third party.

If you have any questions regarding the content of this agreement, or would like further information, please contact me at: amanda@denovocounselling.co.uk or call me on 07498 226 577

Limitations to Confidentiality

I take all reasonable precautions to prevent the loss, misuse or alteration of information you provide. I endeavour to keep all systems and communications protected against viruses and other harmful effects. However, I cannot bear responsibility for all communications being virus free and there may be a risk when using third party applications.

Clinical Will

In the event of my incapacity or death, my Supervisor would get in touch with you to make the necessary arrangements.

GDPR Statement

Under the General Data Protection Regulations 2018, you have certain rights:

- You are allowed to see your notes. This is facilitated by making a formal request.
- Records are kept for 3 years after termination of therapy and then destroyed.
- Having your records amended (change of name and address)
- Under GDPR, you can request your data to be erased. However, there are exceptions to this.
- In the case of counselling records, insurance companies and ethical bodies ask for records to be available for the period of time as outlined above.

I am registered with the Information Commissioner's Office (ICO)

In an Emergency

Online counselling is not sufficient support if you feel you are in crisis.

Signs of crisis may be feelings of wanting to commit suicide or harm yourself or another. In this case, please consider contacting your local accident and emergency department at your nearest hospital and ask to speak to someone from the crisis team.

If you feel you need immediate assistance you may consider contacting the Samaritans, they are available by telephone on 116 123 or by email on jo@samaritans.org