**Contract Information and Privacy Policy**

**Vicky Lush BCom(Hons) MBACP Accredited**

**Counsellor and Health Coach**

**Tel 07816 977591**

The General Data Protection Regulation (GDPR) is concerned with personal information about you and how it is collected, stored and shared. Below is information on how I collect, store and share information.

**Personal information and confidentiality (for the use of therapeutic work only)**

When you contact me to access counselling, I collect your personal information including: your name, date of birth, address, phone number, email address, family relationships, occupation, previous psychological therapy, medical history, and medication. I keep records of your appointments, brief notes on the topics covered during the sessions and your concerns.

This document is to inform you that your contact details and notes are kept solely for the purposes of our counselling/health coaching work together. These may be manual documents kept in a secure place or electronic documents (including emails) kept securely on a password protected computer.

The information is kept up to 7 years after you have completed working with me for legal reasons.

As part of the intake process, I collect the name of your GP in the event that additional support is required from your GP. (See Section In case of emergency)

I follow the ethical guidelines of the British Association for Counselling and Psychotherapy (BACP) and ICO to ensure that your information is collected and stored securely.

**Storage methods for clinical services:**

* Paper written notes as described above.
* Electronic storage: unidentifiable, brief session notes covering the topics covered are stored electronically and protected with a password.
* Phone: I use a mobile phone for communication and I do not store your contact details on it.
* Email: Your email address and our correspondence will be stored in my email account.

**Sharing information:**

Supervision

As part of ethical practice, I am required to seek regular consultation with another psychological therapist who is qualified in this process. This is to ensure that I am able to work to my best ability and offer an ethical service that is helpful to you.  The consultation process is also protected by confidentiality and my supervisor will not know you personally nor professionally. It takes place verbally and I refer to you by your first name. This process is to ensure my professional development.

**In case of emergency:**

If I have a reason to believe that you are a risk to yourself, to someone else or there are child protection issues, I am required to act upon these concerns. In that case I am obliged to breach confidentiality by speaking to eg your GP or a crisis team (harm to self) or the police (harm to others/an organisation eg in case of terrorism) or child protection services. If I have to breach confidentiality, where possible I aim to discuss this with you first.

If I was to encounter an emergency myself and was unable to contact you myself, your name and contact details might be shared with a trusted person to inform you about the changes in our meetings. No other personal information would be shared.

**Complaints:**

I hope we have enough open communication for you to raise any concerns in the session. If you have a complaint, it should be addressed to British Association of Counselling and Psychotherapy.

**Acceptance:**

This is to confirm that I ……………………………………………………………………………………….

have read and agree to this Privacy Policy.

Signature:…………………………………………………………………………………………………………….

Date:…………………………………………………………………………………………………………………….