

Data Protection Policy

Any personal data provided by you to Sophie Buxton Burns through any means (verbal, written, in electronic form, or by your use of her website) 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 \(GDPR\) and Data Protection Act 2018](#) in order to provide the professional services you have requested from Sophie, and to meet the legitimate interests of her work.

This policy only applies to data collected by Sophie, and via her own forms and website. Third party agents, and websites which are linked to hers, are not covered by this policy. If you have any queries concerning your personal information or any questions about her use of the information, please contact Sophie.

When you request counselling or psychotherapy with Sophie, or otherwise provide your personal details to her as part of her work as a counsellor and psychotherapist, you will be asked to consent to her processing of your data under the terms of this statement.

What information does Sophie collect?

Counselling and psychotherapy requests

Contacting Sophie to request access to her counselling and psychotherapy services can be done online, on paper or by phone. This involves providing your name, a means of contact, and your availability. This may also include information about your therapeutic needs and history.

Initial discussions

At any initial discussion, Sophie will ask about your current personal, social, professional, financial and medical circumstances. She may also ask about your background and family history as well as the issues which are affecting you now. She requires this information so that she can determine the suitability of gestalt psychotherapy with her for you.

Counselling and Psychotherapy

If you agree to work together, Sophie will ask you to complete a written contract which she will discuss with you. This normally includes giving your name, date of birth, address, telephone numbers, email address, postal address, GP details, medication details, medical / psychiatric history, history of counselling / psychotherapy and next of kin. Sophie may also keep records of ongoing work, appointments, attendance and payments. She may ask for your bank details in the unusual event of needing to refund any payments e.g. for a cancelled session.

Website

Sophie uses Google Analytics to collect anonymous data from her website relating to online user behaviour and 'web traffic' statistics. The collection and use of this data by Google Inc. is subject to their own Privacy Policies.

Sophie also holds an online mailing list, in which you are asked for your name and email address. She collects and use this data through my website provider, Wix.com, and as such it is subject to the Wix Privacy Policies.

What does Sophie use your information for?

- To provide clients with a professional counselling and psychotherapy service.
- To offer, arrange and modify appointments.
- To notify you about changes to your appointments or other changes to services.
- To seek feedback from you on your experience of working with Sophie.
- To administer counselling and psychotherapy services, including arranging sessions, financial control, data analysis, research and statistical purposes.
- For Sophie's optional online mailing list, to promote counselling and psychotherapy events and workshops which Sophie is facilitating.

What information does Sophie share?

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

- **Consent:** Sophie may share your information with others whom you have requested or agreed she can contact.
- **Serious harm: Sophie** may share your information with the relevant authorities if she has reason to believe that this may prevent serious harm being caused to you or another person.
- **Compliance with law:** Sophie may share your information where she is required to by law or by the regulations and other rules to which she is subject.
- **Clinical supervision:** It is a professional requirement for counsellors and psychotherapists to review their work with a supervisor, who is also bound by confidentiality.
- As part of the backups of encrypted data processed and held by professional IT security companies.

How does Sophie keep your information safe?

All information you provide to Sophie is stored as securely as possible. All paper forms and correspondence are kept in locked filing cabinets on our premises. All electronic records are stored on her computer, access to which requires password-protected authentication, or by reputable service providers using secure encrypted Internet 'cloud' technology.

Unfortunately, the transmission of information via the Internet is never completely secure. Although Sophie will do her best to protect your information using industry-standard applications, protocols and encryption, she cannot guarantee the security of data transmitted to her via email, including forms completed on her website which are transmitted by email; any transmission is at your own risk. Once she has received your information, she 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 seven years after the end of counselling and psychotherapy.

Your rights

You have the right to ask Sophie to provide a copy of the information held by her in her records. You also have the right to require Sophie to correct any inaccuracies in your information. If you would like to do this, please contact Sophie. Any inaccuracies will be amended promptly.

You may wish to request changes to how certain aspects of your information are stored – please contact Sophie. You can unsubscribe from the optional online mailing list at any time, either by contacting Sophie or following the 'unsubscribe' link on emails sent through this medium. You may withdraw your consent for Sophie to hold and process your data at any time. However, if you do this while engaging in counselling and psychotherapy with Sophie, your work with her would have to end. You can withdraw your consent by contacting Sophie.

Changes to this policy

Sophie may edit this policy from time to time. If Sophie makes any substantial changes she will notify you in writing.

Sophie Buxton Burns

May 2018