

Privacy Policy

Your privacy is very important to me and you can be confident that your personal information will be kept safe and secure and will only be used for the purpose it was given to me.

I adhere to current data protection legislation, including the General Data Protection Regulation (EU/2016/679) (the GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

This privacy notice tells you what I will do with your personal information from initial point of contact through to after your therapy has ended, including:

- Why I am able to process your information and what purpose I am processing it for
- Whether you have to provide it to me
- How long I store it for
- Whether there are other recipients of your personal information
- Whether I intend to transfer it to another country,
- Whether I do automated decision-making or profiling, and
- Your data protection rights.

I am happy to chat through any questions you might have about my data protection policy and you can contact me via email or phone.

'Data controller' is the term used to describe the person/organisation that collects and stores and has responsibility for people's personal data. In this instance, the data controller is me.

Who am I

My name is Amanda McGarry. My website address is: www.amandamcgarrycounselling.co.uk

I am registered with the Information Commissioner's Office. My registration number is: ZA493948

My postal address is: 38 Braunton Road, Aigburth, Liverpool, L17 6AP
My phone number is: +44 7399 436276
My email address is: amanda@amandamcgarrycounselling.co.uk

My lawful basis for holding and using your personal information

The GDPR states that I must have a lawful basis for processing your personal data.

There are different lawful bases depending on the stage at which I am processing your data. I have explained these below:

- If you have had therapy with me and it has now ended, I will use legitimate interest as my lawful basis for holding and using your personal information.
- If you are currently having therapy or if you are in contact with me to consider therapy, I will process your personal data where it is necessary for the performance of our contract.

The GDPR also makes sure that I look after any sensitive personal information that you may disclose to me appropriately. This type of information is called 'special category personal information'. The lawful basis for me processing any special categories of personal information is that it is for provision of health treatment (in this case counselling) and necessary for a contract with a health professional (in this case, a contract between me and you).

Your rights

I try to be as open as I can be in terms of giving people access to their personal information.

You have a right to ask me to delete your personal information, to limit how I use your personal information, or to stop processing your personal information.

You also have a right to ask for a copy of any information that I hold about you and to object to the use of your personal data in some circumstances.

You can read more about your rights at ico.org.uk/your-data-matters. If I do hold information about you I will:

- give you a description of it and where it came from;
- tell you why I am holding it, tell you how long I will store your data and how I made this decision;
- tell you who it could be disclosed to;
- let you have a copy of the information in an intelligible form.

You can also ask me at any time to correct any mistakes there may be in the personal information I hold about you. To make a request for any personal information I may hold about you, please put the request in writing addressing it to amanda@amandamcgarrycounselling.co.uk

If you have any complaint about how I handle your personal data, please do not hesitate to get in touch with me by writing or emailing to the contact details given above. I would welcome any suggestions for improving my data protection procedures.

If you want to make a formal complaint about the way I have processed your personal information you can contact the ICO which is the statutory body that oversees data protection law in the UK. For more information go to ico.org.uk/make-a-complaint

How long do I retain your data?

Initial contact.

When you contact me with an enquiry about my counselling or coaching services, I will collect information to help me satisfy your enquiry. This will include your name, address or email address and telephone number. If you decide not to proceed, I will ensure all your personal data is deleted within one month. If you would like me to delete this information sooner, just let me know.

While you are accessing counselling.

My practice is based in the UK and therefore is subject to UK law. Confidentiality is essential in a therapeutic relationship, and, as a counsellor in private practice, I am not usually required by UK law to tell anyone anything that you tell me in our sessions, therefore your personal data and the content of our sessions will be strictly confidential. There are a few exceptions to this, such as The Terrorism Act, Proceeds of Crime, Road Traffic Act and The Children Act. Please let me know if you would like me to explain these in more detail

However, it is possible that in extreme circumstances I may feel it is appropriate to speak to someone else about an issue raised in our work, for example; if I thought that you or someone else was at risk of immediate and serious harm. In any situation where I thought I might need to break confidentiality I would always try to inform you first and, if possible, talk things through with you before taking any action.

I will keep a record of your personal details to help the counselling or coaching services run smoothly. These details are kept securely in a locked filing cabinet, on a password protected PC or using a cloud service, such as InSessionPro. I will keep written notes of each session. These are also kept in a locked filing cabinet, on a password protected PC or using a cloud service, such as InSessionPro, which is not shared with anyone else. For security reasons I do not retain text messages for more than one month. If there is relevant information contained in a text message, I will send a screenshot of this to my PC and keep it in a password protected file. Likewise, any email correspondence will be deleted after 3 months if it is not important. If necessary, I will keep this in a password protected file on my PC until it is no longer needed.

After counselling has ended.

Once counselling has ended, in line with the British Association for Counselling and Psychotherapy, your records will be kept for 36 months from the end of our contact with each other and are then securely destroyed.

If you want me to delete your information sooner than this, please tell me.

Visitors to my website

When someone visits my website, I use a third-party service, Google Analytics to collect standard internet log information and details of visitor behaviour patterns. I do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way that does not identify anyone. I do not make, and do not allow Google Analytics to make, any attempt to find out the identities of those visiting my website. I use legitimate interests as my lawful basis for holding and using your personal information in this way when you visit my website.

Contact forms

No user-specific data is collected by me or any third party. If you fill in a form on my website, that data will be temporarily stored on the web host before being sent to me.

Security

Transmission of data and information via the website is not a secure or an encrypted transmission method for sending your personal data, unless otherwise indicated on the website. Your attention is therefore drawn to the fact that, any information and personal data carried over the internet is not secure. Information and personal data may be intercepted, lost, corrupted or accessed by other people.

Upon receipt of your personal data we are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have in place appropriate physical, electronic and managerial procedures to safeguard and secure the information collected online.

Cookies

If you interact with my website (e.g. use the contact form) then you may opt in to saving your name, e-mail address and website in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another message. These cookies will last for one year.

Embedded content from other websites

Articles on this site may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website. These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content,

including tracking your interaction with the embedded content if you have an account and are logged in to that website.

Analytics

I use a third-party service, Google Analytics to collect standard internet log information and details of visitor behaviour patterns. I do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way that does not identify anyone. I do not make, and do not allow Google Analytics to make, any attempt to find out the identities of those visiting my website.

Who I may share your data with

I use Google Analytics so that I can continually improve my service to you, You can read Google Analytics privacy notice

here: <https://www.google.com/analytics/terms/us.html>

I also use WordPress as the content management system for our website. You can find out about WordPress and their data protection policy

here: <https://wordpress.com>

What rights you have over your data

If you have an account on this site, or have left comments, you can request to receive an exported file of the personal data we hold about you, including any data you have provided to us.

You can also request that we erase any personal data we hold about you.

This does not include any data we are obliged to keep for administrative, legal, or security purposes.

Contact information

If you need to contact me directly my primary contact details are:

Phone: +44 7399 436276

Email: amanda@amandamcgarrycounselling.co.uk

Additional information

If you have any further questions about privacy that are not answered by the information on this page, please contact me with your question.

Amendments and updates

We may amend and/or update this privacy policy from time to time without notice to you, in which case, we will publish the amended version on the website. You confirm that we shall not be liable to you or any third party for any

changes made to this privacy policy. It is your responsibility to check this page from time to time to ensure that you are happy with any changes.