



Nicky Barrie
Fairchild Counselling

For young people & adults

www.fairchildcounselling.co.uk nicky@fairchildcounselling.co.uk

Privacy Policy

In accordance with the Data Protection Act of 2018, as a client or potential client, I need to let you know what personal details I collect from you, and how I store, hold, process and destroy them.

I will collect the following personal details from you:

- Name (if you are under 18, I will also take a parent/guardian's name)
- Date of birth
- Address
- Contact number (if you are under 18, I will also take a parent/guardian's number)
- Email address
- Details of an emergency contact
- Contact details for your GP, for use with your permission
- Details of any medication or relevant health issues

Storage of personal details

As a professional responsibility, I am required to keep notes on all my client work. These notes are anonymised to ensure confidentiality.

Appointments are entered in a diary, and you will be referred to by your initials.

I have a separate email address for clients and access these on a password protected laptop. I use a password protected phone for client call and text messages and I do not use your name to store your number.

Contact details are stored securely and not shared; digitally stored information cannot be connected to notes.

Deletion of personal details

Personal details will be shredded one month after our last session and any text messages or emails will be deleted.

Case notes will be kept for seven years after counselling has ended.



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Your rights

In accordance with GDPR, you have the following rights:

- To be informed of the information I store about you
- To ask to see the information I hold about you (please give one month's notice)
- To ask that I rectify any information that you deem inaccurate, unnecessary or incomplete. I may decline this request if I need to keep a record to comply with legal requirements.

Changes to personal details

If your personal details change, please help us to keep your information up to date by notifying me in writing to nicky@fairchildcounselling.co.uk

I reserve the right to amend this privacy notice so please do check back from time to time. If we do so, we will post notice of the change on our website and make every effort to inform you of any material changes to the notice.

Complaints

If you have any complaints about how your data is used, you can contact me directly at nicky@fairchildcounselling.co.uk

If you are not happy with my response, or you believe that your data protection or privacy rights have been infringed, you can complain to the UK Information Commissioner's Office which regulates and enforces data protection law in the UK. Details of how to do this can be found at www.ico.org.uk.