

General Data Protection Regulations (GDPR) Statement & Privacy Policy

To assist us in working effectively with you, Agal Wellbeing Services keeps confidential records about all clients. These records are kept securely, are only seen by authorised Agal Wellbeing Services personnel and may be used anonymously in the production of practice statistics.

The records held by Agal Wellbeing Services are subject to the General Data Protection Regulations 2018, which gives clients the right to access personal data held about them. To safely and appropriately provide you with relationship therapy we need to collect personal data from you and we need your written consent to collect this data.

Counselling is a confidential process and we do not reveal your personal data or the content of your sessions to a third party without your express permission. The only exceptions to this would be if you were threatening your own life or the life of another, there was a safeguarding issue or you were involved in a crime that falls outside of counselling confidentiality boundaries. In these cases, we may decide to contact emergency services or relevant authorities without your permission.

This privacy policy explains what information we collect, how we use it, where we keep it, how long we keep it for and the procedures that we have in place to safeguard your privacy.

What Information Do We Collect?

When you are referred to our service we collect the following personal details:

- Name
- Address
- Email Address
- Landline Number
- Mobile Number

During your assessment your counsellor gathers the following information from you:

- Date of Birth
- Gender
- GP Name and Address
- Disability status
- Gender Identity
- Preferred Pronoun
- Sexual Orientation
- Relationship status
- Nationality
- Religion



Mental health history
Sexual health history
Current medications
Results of relevant medical tests
Name and contact details of medical or mental health professionals managing your care
Family history (no names other than your own)
Preferred Time to contact:
Preferred Mode of contact:

CORE-OM 34 assessment

During the therapy your counsellor will keep brief notes of each session to record the content of the session and any homework tasks that may have been agreed.

Your Counsellor

Your counsellor is required to have their own privacy and data protection policy, which they will provide for you during your initial assessment session.

How do we use this information?

We collect this information for the following reasons:

- To accurately identify you and thereby safely and confidentially process your referral through our service.
- To communicate with other mental health and medical professionals in the support of your care.
- To identify all of the factors that may be contributing to the problem you are seeking help with.
- To monitor and measure the effectiveness of our service. Where do we keep this information?

Your referral data is received and stored via password protected word documents.
Your referral data is processed via email using password protected word documents.

Your referral, assessment and therapy data is kept together in paper format by your counsellor. **Your counsellor is required to be registered with the Information Commissioners' Office (ICO) and have their own privacy and data protection policy which covers how they control, process and keep your personal data, which they will provide for you during your initial assessment session.**



How long do we keep your data for?

We store your referral information and client notes in locked filing cabinets for a minimum of 7 years, in line with guidance from our insurers, after which point they are shredded. Your records in our service are not classed as medical records or public records.

How do we safeguard your privacy?

We receive your referral data via email. We process your referral data via password protected word documents. Other than your original referral information, all other documentation is identified by your initials only.

Our counsellors have regular supervision to ensure that they are providing the best standards of care for you and you are identified in supervision by your first name or initials only. Supervisors may keep records of the guidance they have offered to the counsellor which would not be identifiable to you. Supervisors do not have access to your client notes.

The only people who have access to your data are:

- Our Data Controller
- Our Data Processors
- Your Counsellor

You will not be personally identified in any reports that monitor and measure the effectiveness of our service.

Subject Access Request

Should you wish to access your data or have it destroyed before 7 years have elapsed you may submit your request in writing to our Data Controller and/or your counsellor. Each application will be considered on an individual basis and any decision to provide access to or destroy your personal data will be reached only after consultation with our insurers and professional bodies. Please be advised that our counsellors will not provide a court report or present as a witness on your behalf at any court case relating to any therapeutic alliance. Counsellors notes are considered to be an aide memoire of reported events and as such are not admissible by the court.

Data Controllers

- Agal Wellbeing Services
- Your counsellor

Data Processors

- Agal Wellbeing Services



- Your counsellor

We may also disclose your personal data to contract staff insofar as reasonably necessary for the proper administration of our business and/or the performance of a contract between you and us. The treasurer may have limited access to your non-sensitive personal data.

PLEASE READ THIS CONTRACT CAREFULLY

Check what you and your Counsellor have agreed today. If you wish to negotiate any changes your Counsellor will be happy to do so before you sign.

I understand my rights under the General Data Protection Regulations (GDPR) 2018. I consent to Agal Wellbeing Services using my personal and sensitive data in accordance with the General Data Protection Regulations (GDPR) 2018 for the purposes of delivering counselling to me and for management of the quality of the service that Agal Wellbeing Services delivers including fundraising and the commissioning of services. This agreement is fully understood and agreed to and is signed as it stands by:

Client/s' Name: _____

Counsellor's Name: _____

Date: _____

Further negotiations during counselling can be recorded here:-

