

Lizzie Buckwell Counselling

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Data Protection and Privacy Policy

Lizzie Buckwell Counselling is committed to protecting your privacy and personal information in the delivery of professional counselling services. This policy sets out how I collect, use, store, and share personal data in accordance with the General Data Protection Regulation (GDPR) EU/2016/679, the UK Data Protection Act 2018 and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

Lizzie Buckwell Counselling is registered with the UK Information Commissioner's Office (ICO) as a Data Controller, registration reference **ZB743833**, and I am required to inform you of your rights and gain your consent. This policy sets out what I will do with your personal information from the initial point of contact, until therapy has ended and beyond, including:

- The purpose and lawful basis for processing personal data
- Personal information that is collected
- Sharing of personal data, including in emergency situations
- Retention and disposal of personal data
- Personal data security
- Your data protection rights

Purpose and Lawful Basis for Processing Personal Data

Lizzie Buckwell Counselling processes personal data that is essential to perform my role, including for the following purposes:

- Providing counselling services: to establish clients' mental health needs
- Communicating with clients: to schedule appointments, provide updates on progress, and send reminders
- Maintaining records: to keep accurate records of client care for legal and clinical purposes
- Legal and regulatory compliance: to comply with laws and regulations, such as reporting child abuse or safeguarding concerns

The lawful basis for processing personal data depends on the purpose of the processing. For most purposes, the lawful basis will be to process personal data in order to provide counselling.

Personal Information Collected

Lizzie Buckwell Counselling collects personal data about its clients to provide counselling services. The information will be collected in-person, via the website, email, messaging, and telephone. This data may include:

- Identification and contact details: name; address, telephone number(s), email address, next of kin, emergency contact details
- Demographic information: age, gender identity, pronouns, date of birth, relationship status
- Relevant medical and health information: GP contact details, medical history, diagnosis, medication, treatment history, disability information
- Social and personal information: family information, education, employment, lifestyle
- Session notes: Dates of attendance and brief session notes

- Payment information: record of payments
- Communications: emails, texts and other electronic correspondence

A limited amount of special category personal information may be recorded during the course of our work together requiring additional security controls which may include:

- Race or ethnic origin
- Gender identity, sexuality and relationship status
- Religious or philosophical beliefs
- Health data

Website Data Collection

When you visit my website lizziebuckwellcounselling.co.uk, I will collect anonymous data about visitors including network address, location, search engine, date, time, web pages visited, operating system and other device information to collect visitor statistics. You have the right to configure your browser to decline collection of this information but some parts of the site may become inaccessible or not function.

My website is hosted by WebHealer, who adhere to the requirements of the UK data protection legislation. No personal information is stored on the website, other than transient data used to make contact with me.

Sharing of Personal Data

Lizzie Buckwell Counselling will not share personal data with third parties unless it is necessary to do so in order to provide services or comply with legal obligations. In these cases, I will take appropriate steps to ensure that third parties protect the data and use it only for authorised purposes.

A counsellor registered with the BACP (British Association of Counselling and Psychotherapy) is obliged to seek regular supervision for the purpose of client and counsellor safety. If client issues are used for discussion, the client's anonymity is upheld.

I will never pass on your contact details to any third party for the purpose of sales, marketing or research.

Sharing Information in Exceptional Circumstances

If I feel you may be at a serious risk of harm to yourself, or others, you have discussed, then I may share your contact information with an emergency service or your GP. Counselling is not an emergency service and cannot provide 24/7 emergency support.

I may be required by law, and to meet ethical responsibilities, to disclose your personal information. I would discuss that with you wherever possible but if you do not give consent I still may be required to disclose the information anyway. This relates to situations where you may be at serious harm, causing serious harm to others, the safeguarding of children and adults at risk, offences under the Prevention of Terrorism Act 2000, serious crime under the Serious Crime Act 2007, drug trafficking, human trafficking or money laundering, and road traffic collisions under the Road Traffic Act 1991 where I am under legal obligations.

Retention and Disposal of Personal Data

Lizzie Buckwell Counselling will retain personal data for no longer than is necessary for the purpose for which it was collected. Personal data will be deleted seven years after the last counselling session or seven years following the age of 18.

Personal Data Security

Lizzie Buckwell Counselling has implemented appropriate security measures to protect personal data from unauthorised access, use, disclosure, alteration, or destruction. These measures include:

- Physical security: Access to client records is restricted to authorised personnel.
- Technical security: Data is stored within the EU on secure storage and accessed using strong authentication with encryption during transit and at rest.

Statement of Your Rights

You have the following rights in relation to your personal data:

- *Right of access:* You have the right to access the personal information I hold about you and to understand how it is being processed.
- *Right of rectification:* You have the right to rectify any inaccurate or incomplete personal information.
- *Right of erasure:* You have the right to request erasure of your personal information (although I do require personal information for me to be able to practise lawfully and competently).
- *Right to restrict processing:* You have the right to restrict the processing of your personal information in certain circumstances.
- *Right to data portability:* You have the right to request and receive a copy of your personal data in a structured, commonly used, and machine readable format and to transmit your personal data to another data controller.
- *Right to object:* You have the right to object to the processing of your personal data in certain circumstances.

If you wish to exercise any of these rights, please contact Lizzie Buckwell Consulting's Data Protection Officer at counselling@buckwell.co.uk. I will acknowledge your request within 7 working days and provide you with a final response within 30 days of the request.

You can make a complaint about the way I process your personal data by contacting the ICO. However, I would be grateful if you could contact me first if you do have a complaint to give me the opportunity to resolve it first.

Changes to this privacy policy

I may update this policy over time and it is effective from the date an updated policy is posted on the website. You are advised to review periodically for updates to this policy.

If you consent to your information being used in this way for the purpose of receiving counselling, then please sign below:

Client

Name: _____ *Date:* _____

Signature: _____

Counsellor

Name: Elizabeth Buckwell *Date:* _____

Signature: _____