The Information Commissioners Office (ICO), seeks to protect and enhance the rights of UK data subjects (You). These rights cover the safeguarding of personal data, protection against the unlawful processing of personal data and the unrestricted movement of personal data within the UK and its storage.

This document describes My (Sarah Chadderton) policies and procedures on the collection, use and disclosure of Your information when You use the webpage (sarahchaddertoncounselling.co.uk) and My services, and tells You about Your privacy rights and how the law protects You.

My Privacy Policy was last updated on [28/08/2023].

The British Association of Counsellors and Psychotherapists also regulate and inform My practice. You can find out more about professional and legal responsibilities on [www.bacp.co.uk](http://www.bacp.co.uk/)

Terms

For the purpose of GDPR, Sarah Chadderton is the Data Controller.

“Data Controller”, refers to the individual provider contacted and contracted with (S. Chadderton) Who alone determines the purposes and means of the processing of Personal Data.

* “**Device**” means any device that can access the Service such as a computer, a mobile phone or a digital tablet.
* “**Personal Data**” is any information that relates to an identified or identifiable individual, such as a name, location, online identifier or identity.
* **“Records”** are the information held on the contracted work relating to You. Dates of session (attended or not), brief content of sessions. Hard copy and electronic.
* “**Service**” refers to the Webpage/site and to the provision of Counselling and Clinical Supervision.
* **“You”** means the individual accessing or using the Service, or other legal entity on your behalf. Under GDPR UK You can be referred to as the Data Subject or as the User as you are the individual using the Service.

Information collected about you and how this may be used.

While contacting and using the Service, I may ask You to provide certain information that can be used to contact or identify You. Personally identifiable information may include, but is not limited to:

* Email address
* First name and last name
* Current home address
* Phone number
* Date of Birth
* GP details

When You access the Service by or through a device, certain information is automatically collected, e.g. email address, mobile or landline number, skype address. In contacting Me you are understanding that this information is given.

If you make an enquiry I will contact you in the way you have requested or implied (e.g. email, text, telephone call).  I will not ask for you to send personal information to me except for that I require to offer a service to you. I advise that you do not send detailed information to me.  You will be responsible for information that you share with me (e.g. via email, text).

I use encrypted products for electronic communication that are GDPR UK compliant (e.g. zoom, microsoft). However no method of transmission over the internet, or method of electronic storage is 100% secure.

Disclosure of personal Data

In most cases, I will not share your personal information without your consent.  However, GDPR UK states that data processing may be vital in the legitimate interests.  I ***may***process Personal Data under the following conditions where necessary:

* **Consent**: You have given Your consent.
* **Performance of the contract**: for the performance of an agreement with You (My service delivery).
* **Legal obligations**: for compliance with a legal obligation to which I am subject.
* **Vital interests**: in order to protect Your vital interests or of another person.
* **Public interests**: related to a task that is carried out in the public interest.
* **Legitimate interests**: for the purposes of the legitimate interests by Me.
* **Protect and defend My rights or property**: including legal liability.
* **Prevent or investigate possible wrongdoing**: in connection with the Service.

I will gladly help to clarify the specific legal basis (statutory) or contractual requirement that applies to the processing and its necessity to enter into a contract.

Your rights

You have rights relating to the information held, to verify the accuracy or to ask for them to be supplemented, deleted, updated or corrected. You have the right to request a copy of the information held about you. If at any time you wish to exercise your right under the Act you should put your request for: Subject Access Request (SAR) in writing to your practitioner (Data controller) and provide evidence of your identity such as a copy of your passport or driver’s license and proof of your address.

Upon receipt of evidence of identity we will respond to your request within 30 calendar days. The response to a valid SAR will normally be in the form of a schedule listing (dates) and describing the personal data held. You have a right to request the transfer of your data to another individual or company.

In most cases, you will receive scanned or electronic information in a portable format.  You will be responsible for the security of that information once it is in your possession.  We may withhold some personal information to the extent permitted by law.  In practice, this means that we may not provide information if we consider that providing the information will violate your vital interests

**Additional rights under GDPR UK**

* **Object to processing of Your Personal Data**. This right exists where We are relying on a legitimate interest as the legal basis for processing of Your Personal Data.
* **Request erasure of Your Personal Data**: when there is no good reason for me to continue to hold it.
* **Withdraw Your consent.** You have the right to withdraw Your consent on using your Personal Data. If You withdraw your consent, I may not be able to provide You with access to the Service.

Data storage

All data storage services used are fully GDPR UK compliant. All Data is held in secure premises.

Hard and electronic records are stored and destroyed in line with GDPR UK recommendations.

Reports and Client records

I am not normally in a position to write reports on the work because of the duty of confidentiality. A written consent/demand from the client(s)/supervisee is required. Brief information about the dates and number of sessions attended may be provided.

Individuals who are vulnerable must be given ample opportunity to understand the nature, purpose, and anticipated consequences of any professional information sharing, so that they may give informed consent to the extent that their capabilities allow. Information sharing with informed consent is only when it is our professional opinion that it is in a client’s best interest.

I reserve the right to resist legal requests to produce the records in court. This is done to protect the duty of confidentiality of clients.

Feedback and complaints

If you have any questions, concerns, feedback or complaint, please use the contacts below. It is possible that I can resolve your concerns and I welcome any feedback or complaint as it allows me to improve the service.

If you feel I cannot resolve the concerns about your **data** adequately, please contact the Information Commissioners Office: [www.ico.org.uk](http://www.ico.org.uk/).

Concerns about **practice** that cannot be addressed by contacting me can be directed to www.bacp.co.uk

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