



Delta Therapy Ltd
Counselling & Psychotherapy
www.deltatherapy.co.uk
info@deltatherapy.co.uk

Privacy Policy (version 3.1) last updated 22/4/24

Introduction

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 our work together 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 info@deltatherapy.co.uk

'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 Delta Therapy Ltd.

Delta Therapy is registered with the Information Commissioner's Office [registration number ZA889027].

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 engaged in therapy with me or received support or supervision from me and our work together has now ended, I will use legitimate interest as my lawful basis for holding and using your personal information.

Delta Therapy Ltd is a limited company registered in Scotland
Registered Number: SC688985
Registered office: 5 South Charlotte Street, Edinburgh, EH2 4AN
Director: Dr Shirley Moore BEng(Hons), MSc, MBChB, DipHE, MBACP

If you are currently undergoing therapy, supervision or support or if you are in contact with me to consider working with me, 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 or emotional support) and necessary for a contract with a health professional (in this case, a contract between me and you).

How I use your information

Counselling Clients (including clients accessing less formal support/advice)

Initial contact.

When you contact me with an enquiry about my counselling services, I will collect information to help me satisfy your enquiry. This will include your name, your contact details and an outline of the reasons you are seeking counselling or support. Alternatively, another health professional or third sector agency may send me your details when making a referral or a parent or trusted individual may give me your details when making an enquiry on your behalf.

After our initial contact, and before we formally start working together, I will ask you to fill out a client engagement form with details of your medical and psychological history, if appropriate, and any goals you have for therapy.

If we do not go on to work together, including following an initial introductory session, I will ensure all your personal data is deleted within 6 months. If you would like me to delete this information sooner, just let me know.

Waiting List

On occasion, I may operate a waiting list for counselling sessions. If you consent to be placed on my waiting list, I will hold the information obtained from you during your initial contact while you remain on the waiting list. I will confirm with you on a 6-monthly basis if you wish to remain on the waiting list. If you do not confirm you wish to remain on the waiting list, I will ensure all your personal data is deleted within 6 months.

While you are accessing counselling.

Rest assured that everything you discuss with me is confidential. That confidentiality will only be broken if there are ethical or legal obligations to disclose. Where possible, I will always try to speak to you about this first.

I will keep a record of your personal details to help the counselling services run smoothly. These details are kept securely and are not shared with any third party. The only exception to this would be if I were

taken seriously ill, so that you could be contacted via email by a counselling colleague or my supervisor, to make you aware of the situation. In this case my next of kin and the executor of my “clinical will” would have access to your name and contact details only to pass on. These contact details are stored in a filing cabinet in a locked office room and in a password-protected and encrypted file online.

I keep written notes of each session. I use a password-protected personal computer to record these notes and back up to an encrypted, password-protected cloud-based file storage system (ProtonDrive). Any handwritten notes I make during our sessions will be entered into your electronic record shortly after our session and the paper shredded.

For email counselling clients, our email communication will form the bulk of the counselling records. Any additional notes will be kept as above.

For security reasons I do not retain text or answerphone messages for more than a month. If there is relevant information contained in a message, I will add it to your secure electronic record. I use a secure, encrypted email provider, ProtonMail.

I also keep records related to financial transactions and a record of sessions attended. Financial records will be shared with Delta Therapy’s accountant and HMRC as required. These professionals will also be bound by strict confidentiality policies

After counselling has ended.

Once counselling has ended your records, including email correspondence, will be kept for a minimum of 7 years from the end of our contact with each other and are then securely deleted/destroyed during the next records audit. Seven years is the length of time stipulated by my insurance provider. Records are kept for insurance and tax purposes and may also be useful if you have a break and then choose to return to therapy at a later date.

My emails and records are encrypted (using Proton) and I am the only person who has access. If I were to become permanently incapacitated, the information contained within them would not be accessible to anyone else (including Proton). My next of kin/executors have instructions to request the deletion of my Proton account following my permanent incapacity.

Supervision Clients

Information will be processed in a similar way as for counselling clients. I will collect and hold contact details and any information you provide me with to allow me to deal with enquiries and will delete this within 6 months, if we do not go ahead and work with each other.

While in supervision and for a period of 7 years following our last contact I will maintain records of your personal information along with email correspondence and records of supervision sessions. These records will not contain any information from which an individual client will be able to be identified.

Information is held securely. Confidentiality will only be broken if there are legal or ethical obligations to do so. If I am incapacitated then my next of kin and clinical trustees will have access to your contact details only.

Administrative and financial records are kept and may be shared with my accountant and HMRC who are also bound by strict confidentiality policies.

If I am concerned about aspects of your practice and that there could be a risk to your clients or to yourself then I will discuss that with you and explore how things might be improved. If following discussion I do not believe that my concerns have been addressed or will be addressed in a timely manner then I may need to contact your professional body, your training institution if you are a trainee, and your employer if I supervise your employed work.

Please refer to section above for counselling clients for more details about how I store and process your information.

BACP Member Support Service

BACP will provide me with your name and contact telephone number once they have booked a member support call with me. I receive no further information about your case from the BACP. I will keep your contact details along with a brief summary of our session for a minimum of 7 years and will delete the records at the next records audit. This is the time required by my insurers.

The support session is confidential. I do not share any information gathered in that session with the BACP or others, other than confirming attendance for invoicing purposes. That confidentiality will only be broken if there are ethical or legal obligations to disclose. Should this be necessary, I will always try to speak to you about this first.

I use a password-protected personal computer to record these notes and back up to an encrypted, password-protected cloud-based file storage system (ProtonDrive). Any handwritten notes I make during our sessions will be entered into your electronic record shortly after our session and the paper shredded.

Financial records (e.g. purchase orders, remittances and invoices) concerning the support sessions are kept pseudanonymously; your name will not appear on these records. Financial records are shared with BACP, Delta Therapy's accountant and HMRC as required. These professionals will also be bound by strict confidentiality policies.

I do not keep your 'phone number saved to my phone once our support call is complete. I will delete organisational emails from the BACP, containing your name and contact details, once our call is complete and invoices paid.

General enquiries

If I am contacted for networking, training or other professional purposes I will use legitimate interest as my lawful basis for holding and using your personal information and will retain it indefinitely.

Third party recipients of personal data

I sometimes share personal data with third parties, for example, where an organisation has approached me or contracted with me for counselling services on your behalf.

Where I provide counselling or support services on behalf of a third-party organisation, I will provide the organisation with the number of sessions we have had together and a very brief note of the focus of our sessions e.g. “bereavement”, “relationship difficulties”, “anxiety”, as required by the organisation for funding and evaluation purposes. Any information which is then used by the organisation for these purposes will be anonymised. I may occasionally share anonymised quotes and feedback from clients about their experience of our counselling sessions in order to support funding applications. No sensitive or identifiable information will be shared.

As part of my professional practice requirements, I am required to undergo supervision. Any supervisor I engage will be appropriately qualified and bound by an ethical code of conduct with regards to confidentiality and GDPR. Any client issues discussed with my supervisor/s will be anonymised.

If I feel that you need emergency assistance at any point, I may need to share some of your personal information with your GP or another healthcare professional or emergency service. If you have given me the name of an emergency contact who is a family member or friend, I will only contact them in an emergency, as agreed by you and will limit my disclosure of any information to what is absolutely necessary in the immediate situation. If I believe that your behaviour poses a serious risk to yourself or others in your care I may need to share this information with the relevant services.

If you ask me to write a letter or provide a report to a third party then I will normally share a draft with you for comment, if time allows, before sending.

If you raise a concern with me or a third party relating to my practice, or I believe you might do so, I may be required to share some of these records with third parties, such as my insurer, legal advisor or professional body. Notes may be requested by third parties during legal processes but only shared with your permission, unless under a court order. Your executor or a coroner may request your notes after your death.

For supervision clients, I may need to contact your professional body, your training institution and your employer/placement manager if there are concerns about your practice.

I will not share your information with any third parties for the purposes of direct marketing.

I may be required by law to pass on information to the authorities. This will only be under very rare circumstances such as if I believe you are involved in terrorist activities, drug trafficking or money laundering.

In the unlikely and unfortunate event that I am unable to contact clients myself, due to serious ill health or death, I have a clinical will. In this situation my next of kin will contact any trustees (who will be qualified counsellors abiding to an ethical code) and my supervisor (if not a trustee) to inform them of the situation

and they will take on responsibility for communicating with you. My next of kin will only have access to contact details for current clients and those on my waiting list.

Emergency contact details

I keep emergency contact details, if they have been provided by a client, for the sole purpose of contacting individuals in an emergency situation. My legal basis for processing these is legitimate interests.

Data security

I take the security of the data I hold about you very seriously and as such I take every effort to make sure it is kept secure. I use a secure email host and a password protected cloud-based filing system. All these are accessed via a password protected personal computer with antivirus software. My mobile 'phone is protected by a PIN.

I use ProtonMail, Proton Drive and Proton Calendar to manage my caseload. The Proton suite is secure and encrypted which means that Proton has no technical means to access the content of emails, files or calendar events. Should I suddenly become incapacitated, no one else has access to the information stored within the ProtonMail suite. The ProtonMail privacy policy can be found at <https://protonmail.com/privacy-policy>.

My next of kin/executors have instructions to request the deletion of my Proton account following my permanent incapacity.

Transfer of data to another country

Proton servers are located in Switzerland and Germany.

Automated decision-making or profiling

I do not use automated decision-making or profiling

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.

I use Google Analytics so that I can continually improve my service to you, you can read Google Analytics' terms of service and privacy information here.

<https://marketingplatform.google.com/about/analytics/terms/us/>.

I use WordPress as the content management system for my website - find out about WordPress and data protection here <https://en-gb.wordpress.org/about/privacy/>.

Like most websites we use cookies to help the site work more efficiently you will be asked to consent to the use of cookies when visiting my website.

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.

My website may, from time to time, contain links to and from external websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that I do not accept any responsibility or liability for these policies and the content of the website.

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 info@deltatherapy.co.uk

If you have a complaint about how I handle your personal data please do not hesitate to get in touch with me by emailing info@deltatherapy.co.uk. 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, please go to ico.org.uk.

Updates to this privacy notice

This privacy notice may be updated periodically and without prior notice to you to reflect changes in Delta Therapy's information practices or relevant laws. The latest version will be available at

Delta Therapy Ltd is a limited company registered in Scotland
Registered Number: SC688985
Registered office: 5 South Charlotte Street, Edinburgh, EH2 4AN
Director: Dr Shirley Moore BEng(Hons), MSc, MBChB, DipHE, MBACP

www.deltatherapy.co.uk or by emailing info@deltatherapy.co.uk. I will indicate at the top of the privacy notice when it was last updated.

Delta Therapy Ltd is a limited company registered in Scotland
Registered Number: SC688985
Registered office: 5 South Charlotte Street, Edinburgh, EH2 4AN
Director: Dr Shirley Moore BEng(Hons), MSc, MBChB, DipHE, MBACP
Privacy policy version 3.1