

Privacy Policy

Introduction

Your privacy is very important to Supernova Psychotherapy Services Ltd. 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. We 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 we will do with your personal information from initial point of contact through to after your therapy has ended, including:

- Why we are able to process your information and what purpose we are processing it for
- Whether you have to provide it to us
- How long we store it for
- Whether there are other recipients of your personal information
- Whether we intend to transfer it to another country,
- Whether we do automated decision-making or profiling, and
- Your data protection rights.

The lawful basis for holding and using your personal information.

The GDPR states that we 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 had therapy with us and it has now ended, we will use legitimate interest as the lawful basis for holding and using your personal information. If you are currently having therapy or if you are in contact with us to consider therapy, we will process your personal data where it is necessary for the performance of our contract. The GDPR also makes sure that we look after any sensitive personal information that you may disclose appropriately. This type of information is called 'special category personal information'. The lawful basis for processing any special categories of personal information is that it is for provision of health treatment (in this case counselling) and necessary for a contract with a health professional.

Data Collected May Include

- Name;
- Date of birth;
- Gender;
- Profession;
- Contact Information such as email addresses and telephone numbers;
- Demographic information such as postcode, preferences and interests;
- Financial information such as credit / debit card numbers;
- Medical data

How we use your information

Initial contact.

When you contact Supernova Psychotherapy with an enquiry about counselling services we will collect information to help us satisfy your enquiry. This will include [name, email address, phone number, and the nature of your enquiry]. Alternatively, your GP or other health professional may send your details when making a referral or a parent or trusted individual may give your details when making an enquiry on your behalf. Your email address will be stored in a dedicated business email account and your telephone number will be anonymously stored in a smartphone. If you decide not to proceed we will ensure all your personal data is deleted. If you fill in a form on the website, that data will be temporarily stored with the web host before being sent.

While you are accessing counselling.

Everything you discuss is confidential. That confidentiality will only be broken if: 1) You have consented to it 2) You reveal to me an intention to harm yourself or others, or you disclose that you have committed a crime or intend to do so. 3) I am legally compelled by a court of law under the following Acts of Parliament: The Drug Trafficking Act 1986, The Road Traffic Act 1988, The Children's Act 1989, The Terrorism Act 2000 and The Money Laundering Act 2007]. This will always be discussed with you first, unless there are safeguarding issues that prevent this. Supernova Psychotherapy will keep a record of your personal details to help the counselling services run smoothly. This will include [GP details, emergency contact information, clinical notes and reviews, relevant medical information, any access arrangements/requirements, attendance record]. These details are kept secure digitally with password protection and encryption; and are not shared with any third party.

Notes of each session are kept digitally and secured with password protection and biometric encryption.

After counselling has ended.

Once counselling has ended, your records will be kept for seven years from the end of our contact with each other and are then securely destroyed. If you want me to delete your information sooner than this, please tell me.

Your rights

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 its being held, how long it will be stored and how that decision was made
- tell you who it could be disclosed to;
- let you have a copy of the information

You can also ask 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 held about you, please put the request in writing addressing it to help@supernovapsychotherapy.com. If you have any complaint about how your personal data is handled, please do not hesitate to get in touch by writing or emailing to the contact details given above. We welcome any suggestions for improving data protection procedures. If you want to make a formal complaint about the way we 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 go to ico.org.uk/make-a-complaint.