

Piece by Peace Counselling Data Protection and Privacy Policy

Your privacy is very important to us at Piece by Peace Counselling and you can be confident that your personal information will be kept safe and secure and will only be used for the purpose outlined in this document. Any personal data provided by you to Piece by Peace Counselling Service through any means (verbal, written, in electronic form, or by your use of our website) will be held and processed in accordance with the data protection principles set out in the [Data Protection Act 1998](#) and the [General Data Protection Regulation](#) for the purposes for which you have given consent, to provide the services you have requested from us. Piece by Peace Counselling is registered with the Information Commissioner's Office (ZA786504)

The data controller responsible for this website is Rachel Prosser. We are responsible for your personal data (referred to as 'we, 'us' or 'our' in this privacy notice)

This privacy notice provides you with details of how we collect and process your personal data through use of our site www.piecebypeacecounselling.com

What information do we collect?

You have the right to know what personal information we hold, why we hold it, how it is stored, who has access to it and for how long we hold it. We will keep the following personal information so that we can work safely and professionally with you, in line with the guidelines of the British Association for Counselling and Psychotherapy (BACP). This information supports the provision of your counselling service.

Your name, address and gender

Your phone number and email address

Emergency contact's name and phone number

Relevant medical information

Session notes

Payment information and invoices

What information do we share?

We will not share any information about you with other organisations or people, **except** in the following situations:

Consent – We may share your information with health care professionals, social services, police or others whom you have requested or agreed we may contact in your best interests.

Serious harm – We may share your information with health care professionals, social services, police or others whom you have requested or agreed we should contact if we have reason to believe that sharing this information may prevent serious harm being caused to you or another person.

Compliance with law – We may share your information where we are required to by law or by the regulations and other rules to which we are subject.

We will not normally share any information without your prior knowledge unless we feel you may be in danger of harm or intending to harm another person or if we feel that to not share the information would cause you or another person harm.

How do we keep your information safe?

All information you provide to us is stored as securely as possible and we use encryptions where it is possible to do so. Your personal identifiable information is kept separately from any session notes and other descriptive material. Session notes are kept using numeric codes and are not personal identifiable information.

All text messages via mobile phone are password protected.

Any paper forms and personal information are kept in locked safe within my own home. This is locked at all times. Other than Rachel Prosser, only one other person has access to these. This access will only happen in the event of Rachel Prossers' death and will be required only to shred or otherwise destroy the paper forms.

Piece by Peace Counselling has use of its own laptop used solely for the counselling service. Any electronic records which are stored on the laptop requires password-protected authentication. Unfortunately, the transmission of information via the Internet is never completely secure. Although we will do our best to protect your information we cannot guarantee the security of your data transmitted to us via email, including forms completed on our website which are transmitted by email. Once we have received your information, we will use password protected security features and to try to prevent unauthorised access. Should there be a data breach, i.e. a loss or theft of any personal information that relates to you, we will let you know promptly and keep you informed of any developments.

As directed by our insurance company all client notes and other documentation will be kept for 7 years following our last session. At the end of that time limit all records will be destroyed.

Your rights

You have the right to request a copy of the information that is held about you. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate. You may also request the erasure of any of your personal data processed by Piece by Peace Counselling.

Full details of your rights, including access, rectification, processing and complaint procedure can be found on the Information Commissioner's Office website: ICO.

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page.
This privacy policy was last updated on 4th November 2020.