

Debbie Quick Counselling & Supervision Privacy Policy

Effective Date: 14 August 2024

My Contact Details

Name: Debbie Quick (BACP & ACC Accredited Member)

Phone Number: 07967 758307

Email: debbie.quick@icloud.com

I am registered with the Information Commissioner's Office (ZA129689). Please contact me using the details above if you have any questions about my data protection policy.

As the 'Data Controller', I am responsible for collecting, storing, and safeguarding your personal information.

Introduction

Your privacy is important to me. I take care to ensure that your personal information is kept safe, secure, and used only for the purposes for which it was provided. I adhere to current data protection laws, including the General Data Protection Regulation (GDPR), the Data Protection Act 2018, and the Privacy and Electronic Communications Regulations 2003.

All personal data is collected voluntarily and retained for the purposes of our supervision or counselling arrangement.

What Data is Kept?

To fulfil our contractual agreement, I keep the following:

- Handwritten and electronic records, such as your name, contact details, email address, emergency contact, and session notes.
- Forms and questionnaires used for counselling or supervision purposes, including training logs and reports.
- Records of attendance and payments made.
- Copies of emails, text messages, and notes from phone calls, including those made during initial enquiries.

I also handle any sensitive personal information you may disclose in accordance with GDPR regulations. This includes 'special category personal information' related to health treatment or clinical supervision, processed as necessary for our contractual agreement.

How I Use Your Information

Initial Contact

When you contact me about my services, I will collect your name, email, phone number, and details relevant to your enquiry. In some cases, a GP or other health professional may refer you, or someone else may make an enquiry on your behalf. If you decide not to proceed, your data will usually be deleted one month after contact.

During Counselling or Supervision

Confidentiality is paramount. The details of our sessions will remain private unless there are legal or safeguarding reasons to disclose them, in line with our agreement. Electronic data (emails, texts) are stored securely on password-protected devices, and handwritten notes are kept in a locked cabinet.

After Counselling or Supervision

Records will typically be retained for three years following the end of our work together unless agreed otherwise. After this period, handwritten notes will be shredded and electronic records deleted. Hard drives used for storing information will be securely shredded when no longer needed.

Your Rights

You have the right to access, amend, or delete any personal information I hold about you. You may also request that I limit or stop processing your information. For more details about your rights, visit ico.org.uk/your-data-matters.

If you wish to request your personal information, please write to me at debbie.quick@icloud.com, providing proof of your identity and address. Requests for couples counselling records will require consent from both parties.

In certain cases, such as legal proceedings, I may be required to share your information with third parties. However, I reserve the right to object to the submission of records in court unless specific written consent is provided.

Website Visitors

When you visit my website, I use a third-party service (WebHealer) to collect information about visitor behaviour. This data is anonymous and not used to identify individuals. If you fill out a form on my website, the information is temporarily stored by the web host before being sent to me. WebHealer staff cannot decrypt or access your information. For more details, view WebHealer's privacy policy [here](#).

How I Get and Use Personal Information

Most personal information I process is provided directly by you, for purposes such as:

- Planning and delivering counselling or supervision services.
- Managing risks related to counselling.

In rare instances, I may be legally required to share your information to prevent harm or for public safety.

Legal Bases for Processing Personal Information

Under the UK GDPR, the lawful bases I rely on for processing your information are:

- **Your consent** – You can withdraw your consent at any time by contacting me at debbie.quick@icloud.com.
 - **Legitimate interest** – For example, when you visit my website.
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How to Complain

If you have concerns about how I handle your data, please contact me directly. You can also make a formal complaint to the Information Commissioner's Office (ICO) at ico.org.uk/make-a-complaint.

Policy Changes

If this privacy policy is updated, I will notify you and seek your agreement to any changes as soon as possible.