

Counselling with Juliette, Client Privacy Notice.

This privacy notice tells you what to expect me to do with your personal information and includes the following subjects:

- Contact details
- What information I collect, use, and why
- Lawful bases and data protection rights
- Where I get personal information from
- How long I keep information
- Who I share information with
- How to complain.

My contact Details.

You can contact me either by e-mail: juliette@counsellingwithjuliette.co.uk or my office number: 01788 438668.

What information I collect, use, and why.

I collect or use the following personal information to comply with legal requirements:

- * *Name*
- * *Contact information*
- * *Any other personal information required to comply with legal obligations.*

I also collect or use the following information to comply with legal requirements:

- * *Health information.*

I collect or use the following personal information to **protect client welfare**:

- * *Names and contact information*
- * *Health and wellbeing information*
- * *Emergency contact details.*

I also collect or use the following information to **protect client welfare**:

- * *Health information.*

Lawful bases and data protection rights.

Under UK data protection law, I must have a "lawful basis" for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO's website.

Which lawful basis I rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:

- **Your right of access** - You have the right to ask me for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for.
- **Your right to rectification** - You have the right to ask me to correct or delete personal information you think is inaccurate or incomplete.
- **Your right to erasure** - You have the right to ask me to delete your personal information.
- **Your right to restriction of processing** - You have the right to ask me to limit how I can use your personal information.
- **Your right to object to processing** - You have the right to object to the processing of your personal data.
- **Your right to data portability** - You have the right to ask that I transfer the personal information you gave me to another organisation, or to you.

- **Your right to withdraw consent** – When I use consent as our lawful basis you have the right to withdraw your consent at any time.

If you make a request, I must respond to you without undue delay and in any event within one month. To make a data protection rights request, please contact me using the contact details at the top of this privacy notice.

My lawful bases for the collection and use of your data.

My lawful bases for collecting or using personal information is to **comply with legal requirements**:

- Consent - I have permission from you after I have given you all the relevant information. All your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – I have to collect or use the information so I can enter into or carry out a contract with you. All your data protection rights may apply except the right to object.

My lawful bases for collecting or using personal information to **protect client welfare** are:

- Consent - I have permission from you after I have given you all the relevant information. All your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – I have to collect or use the information so I can enter into or carry out a contract with you. All your data protection rights may apply except the right to object.

Where I get personal information from.

I will get your personal information directly from you.

How long do I keep information?

My client records (this includes client's assessments that contain personal and health data and client agreements) are kept separately from client notes. Client notes are identified and stored as a client number, rather than a name to protect client identity.

All my client records are securely stored for five years and then deleted unless I am required by law or my professional body to retain your data for any longer. I regularly review my files and identify clients who have ended 5 years previously and delete their client records and notes.

Who I share information with.

I share personal information with organisations I am legally obliged to share personal information with.

How to complain.

If you have any concerns about the use of your personal data, you can make a complaint to me using the contact details at the top of this privacy notice. If you remain unhappy with how I have used your data after raising a complaint with me, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113. Website: <https://www.ico.org.uk/make-a-complaint>