

'Therapy with Sezal' Privacy Policy

I understand how important your privacy is. I take care to maintain your confidentiality in accordance with current data protection laws (GDPR, 2018) and the ethical guidelines of the United Kingdom Council for Psychotherapy (UKCP) who are my professional registration body. These guidelines have been set up to protect your confidential material and ensure that your therapist always conducts themselves with professionalism and integrity.

In order to provide you with the best service possible, I will hold your personal contact details and records of your therapy sessions. Please find below important information about how this information will be held and used.

Your personal information

I will store your personal data (name, address, contact details, health information including medication, next of kin and emergency contact details) in paper format which is kept in a locked cabinet to which only I have keys. Email addresses are kept on my electronic devices which are password protected. Emails are deleted within a month unless you have asked me to store an email for a specific function. My email account has a double password protection in place. Telephone contacts are stored under a code system on a business mobile line which is password protected. Only I have access to this device. At the point of booking your initial consultation with me, you will be asked for your personal contact information, for example your name, address, email address and telephone number and you may also choose to share details of the issues you are looking for help with.

In order to be able to fulfil my duty of care to you, in your initial consultation or first treatment session, I will ask you for contact information for your GP and elected Emergency Contact person. These details will be stored in written format and will only be accessible to myself. If these have been returned to me electronically, I will print out your details and delete the email.

Please note that I will need to keep a record of your name and client reference number for seven years after the end of your therapy, so that I can respond effectively to any potential requests regarding your clinical notes and treatment.

I will never pass on your contact details to any third-party organisations for the purposes of sales, marketing or research and will never use your personal data for any purposes other than the administration of the therapy service I providing to you i.e. to arrange, cancel and rearrange appointments and collect payment for sessions.

Cookies

Like most websites, my website uses cookies. 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 to make, any attempt to find out the identities of those visiting my website.

I use Google Analytics so that I can continually improve my service to you - read the Google Analytics policy here: <https://policies.google.com/privacy/partners?hl=en-GB&gl=uk>

Your therapy sessions

My policy on confidentiality is informed by the standards of my professional body, the United Kingdom Council for Psychotherapy (UKCP). The content of all therapy sessions is confidential, and this applies to all records, in accordance with the Data Protection Act 1998, except:

- Where a client gives consent for a confidence to be broken
- Where I, Sezal Jones in my service as a psychotherapist am compelled to break confidence by a court of law.
- Where information disclosed during a therapy session is of such gravity that confidentiality cannot reasonably be expected to be maintained. This will apply if I believe you pose a risk of harm to yourself or anyone else, this includes any safeguarding concerns in relation to children. I will wherever possible, raise any concerns directly with you before contacting a third party such as your GP. I am also obliged specifically by law to report any offences of fraud or terrorism.
- Where material from therapy sessions is used for research and/or publication. In such instances all reasonable steps will be taken to ensure the anonymity of the client. From time to time, I may ask if therapy sessions may be recorded. This will be purely for facilitating ethical and informed clinical supervision of my practice as a therapist and recordings will be deleted after supervision has taken place and recordings will not be kept for any other reason thereafter.
- If we met outside of therapy by any chance, I would not acknowledge you unless you acknowledge me first to protect your privacy.

During remote working I will ensure that I am conducting online and telephone sessions in a quiet, private and confidential setting. I have selected video calling platforms that offer end to end encryption to ensure maximum privacy. Please note however that I cannot be held responsible for any breaches that occur due to failures in this technology. Please ensure you are in a suitably comfortable and confidential space before you commence an online or telephone therapy session.

I discuss my clinical work with a supervisor. This is to ensure that I am offering you the best service possible. These conversations are bound by confidentiality, and you will only be referred to by your first name.

I keep brief notes of each session. These are anonymised and are stored in a locked filing cabinet. These notes are for my use only and help to keep a track of everything that is being discussed. In line with industry guidelines, these notes will be kept securely for up to seven years after your therapy comes to an end. After this time, they will be confidentially destroyed.

If your sessions are paid for or arranged via a third party, (e.g. your employer, a friend, or a family member), other than payment requests, invoices or receipts your counselling information will not be shared. Details about what is discussed in your sessions will remain confidential between us. Any other information can only be shared if you provide your written consent.

Data Usage

I will only use your email address and telephone number to contact you about your appointments. I may also contact you directly via email in order to share information with you that is pertinent to your therapeutic process.

Your phone number may also be used to issue appointment reminders via text message. I will ask you for your written permission to contact you and/or leave communication and ask you to advise me which methods of communication are acceptable to you.

Your rights

Any personal data retained by myself is kept in accordance with the GDPR, 2018.

Under these guidelines you have the following rights

1. The right to request access to your data

You can request to view the information that I hold about you (contact details, appointment logs etc.) at any time. If during therapy you would like to see your session notes, please let me know. Should you require a copy of your notes after your therapy has come to an end you can make this request by emailing sezaljonestherapy@gmail.com or calling 07432 204925.

2. The right of rectification

At any point during your time using my service or during the seven years thereafter, while I retain your records, you have the right to request amendments to your contact details or session notes. This right can be exercised either by speaking directly to me or by contacting me in writing.

Consent

If you decide to enter into therapy with me, you will be asked to sign a contract to work with me in which you be asked to sign your consent for me to hold and store your personal data as identified above.

You are entitled to withdraw this consent at any time and can do so by emailing me at sezaljonestherapy@gmail.com

Breaches of data protection

In the event of any breach of my protection policies, I will notify you and the Information Commissioner's Office (ICO) within 72 hours and will seek to rectify this immediately.

Raising concerns

Should you have any concerns about [my /our] data protection practices, you can raise these directly with your me. You can also notify the Information Commissioner's Office. I am registered with ICO under the reference number **ZA561754**.