

Anna Murphy Counselling Privacy Policy

Your privacy is very important to me and you can be confident that your personal information will be kept safe and secure in line with GDPR regulations.

This privacy notice tells you what I will do with your personal information, from our initial point of contact until after your therapy has ended.

1. As the person who controls your data, I am registered with the Information Commissioner's Office.
2. I may gather, store and process your information via password protected email, BacPac (a bespoke client management package for counsellors), WhatsApp, message, telephone or via my website. I may also store and process your information using a cloud based system and/or a Mac which is personal to me, password protected and firevault enabled. All documents containing your information are password protected.
3. I also gather information during our work together and may keep brief, anonymised notes on the factual points of our sessions to help me with my work.
4. Your contact details will be in my phone which is password protected. Your details can be removed remotely. You will be anonymised in my contacts.
5. The lawful basis for me holding your information is to fulfil our contract together; to contact you about practical matters such as appointments and to work therapeutically with you. I may also hold details of your GP and/or a personal contact in order to contact them in the event of an emergency.

6. I will retain information about you for three years after we have finished working together. This is in case you return to therapy with me, and is in line with the requirements of my insurer. I remove old records from my system on a six monthly basis. Unless we agree otherwise by email, I will remove your information during this process when three years have passed since the end of your therapy.
7. Your data may be accessible to my suppliers (eg BacPac, PandaDoc, bank, HMRC) to fulfil my contract with you, or to fulfil a legal or professional requirement. All of my suppliers are GDPR compliant.
8. Any paper documentation will be scanned and stored electronically, and the original shredded.
9. You have the right to see any personal data I hold, and correct any factual errors. You can also request that I delete personal data. However this may only be possible if I do not have a legitimate (eg lawful) reason to keep it.
10. By supplying your data you agree to the transfer, storage and processing of it as outlined above. I take all reasonable steps to ensure that your data is transmitted and stored securely but the transmission and storage of data via the internet is never completely secure, and I cannot guarantee its security. Any data is supplied at your own risk.