Anna Murphy counselling

Privacy Policy

My lawful basis for holding and using your personal information

The GDPR states that I must have a lawful basis for processing your personal data. There are different lawful bases depending on the stage at which I am processing your data. I have explained these below:

If you have had counselling or supervision with me and it has now ended, I will use legitimate interests as my lawful basis for holding and using your personal information. I will retain your records for a maximum of seven years in case they are required for legal purposes.

If you are currently having counselling or supervision, or are in contact with me to consider using my services, I will process your personal data where it is necessary to respond to you, or for the performance of our contract.

The GDPR also makes sure that I look after any sensitive/personal information that you may disclose to me appropriately. This type of information is called 'special category personal information'. The lawful basis for processing special category personal data is that it is necessary to provide counselling or supervision and for the performance of our contract.

How I use your information

Initial contact

When you contact me with an enquiry about my counselling or supervision services I will collect information to help me satisfy your enquiry. This may include name, address, email address, phone number and brief information about your presenting issue. Alternatively, your GP or other health professional or trusted individual may send me your details when making an enquiry on your behalf.

If you don't proceed with counselling or supervision, I will ensure all your personal data is deleted within 30 days, unless your enquiry exceeds my limits of confidentiality (described below).

While you are accessing counselling or supervision

Rest assured that everything you discuss with me is confidential. Like all practitioners, I have clinical supervisors and peer supervisors with whom I will discuss our work. They are bound by BACP or UKCP codes of ethics.

Confidentiality will only be broken if I am concerned that you may seriously hurt yourself or anyone else, if there are safeguarding concerns relating to children or vulnerable adults, or where disclosure is required by law. I will always try to speak to you about this first unless safeguarding concerns prevent this.

I have a legal obligation to break confidentiality in compliance with a court order, or if information about drug trafficking, money laundering or acts of terrorism is revealed.

I will keep a record of your phone number to help counselling or supervision run smoothly. These details are kept securely on my password-protected Apple devices and are not shared with any third party.

I keep written, factual notes of each counselling or supervision session. These are stored securely using BacPac, a password-protected software platform designed for counsellors and psychotherapists. Any paper information is scanned securely, uploaded into BacPac and shredded immediately. I do not retain paper records.

For security reasons I do not retain text messages, WhatsApp messages or emails for more than 30 days. If there is relevant information contained in a message or email, I will copy and paste this into BacPac.

After counselling or supervision has ended, your records will be kept for a maximum of seven years from the end of our contract and are then permanently deleted. If you want me to delete your information sooner than this, please tell me.

Third party recipients of personal data

Sometimes, your information may be available to third parties, for example, where I have contracted with a supplier to carry out specific tasks. In such cases I have carefully selected which partners I work with. I take great care to ensure that I have a contract with the third party that states what they are allowed to do with the data I share with them. I ensure that they do not use your information in any way other than the task for which they have been contracted.

Your rights

You have the right to ask me to delete your personal information, to limit how I use your personal information, or to stop processing your personal information. You also have the right to ask for a copy of any information that I hold about you and to object to the use of your personal data in some circumstances. You can read more about your rights at ico.org.uk/your-data-matters.

To make a request for any personal information I may hold about you, please put the request in writing addressing it to annamurphycounselling@gmail.com.

Please note that some rights, such as erasure or restriction, may be limited where I am required to retain information for legal, ethical or safeguarding

Data security

I take the security of the data I hold about you very seriously. Any paper information is scanned securely, uploaded into BacPac and then shredded. All my devices are personal to me, kept up to date and password protected.

Visitors to my website

I use GLC Web Solutions to host my website. They may collect standard internet log information and details of visitor behaviour patterns. I use legitimate interests as my lawful basis for holding and using your personal information when you visit my website.

I also use Google Business for insight on the performance of my website and WordPress as the content management system for my website.

Cookies are used to help the site work more efficiently. For reference see bacp.co.uk/notices/cookies.

Complaints procedure

If you have a concern about how I handle your personal information, please let me know. Contact me directly in the first instance:

- Email**:** annamurphycounselling@gmail.com
- Phone: 07957 580725

What happens next

1. I will acknowledge your complaint within 30 days of receiving it.
2. I will aim to resolve your complaint within 3 months.
3. I will keep a confidential record of all data complaints and their outcomes.

If you're still not satisfied

You have the right to escalate your complaint to the Information Commissioner's Office (ICO):

- Website: www.ico.org.uk
- Helpline: 0303 123 1113

Record keeping

All data complaints are logged and retained for 6 years in line with the Data (Use and Access) Act 2025.

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