**PRIVACY POLICY & DATA SUBJECT RIGHTS**

**Secure Storage:**

As a client, your data is stored securely and confidentially in a locked cabinet to which only I have access. It is used in a safe and ethical manner, in line with EU General Data Protection Regulations May 2018. It is not shared with other people without your consent.

Phone numbers are stored in a passcode-protected smartphone.

**Right to Access:**

You have the right to ask for a copy of your personal information, free of charge. You also have the right to ask me to amend or change any incorrect information about you.

**Right to Have Information Deleted or Destroyed:**

You have the right to ask me to delete or destroy any personal information which is no longer relevant to the original purpose, that I hold about you. You also have a right to withdraw your consent for me to hold the information, unless it is information that I have a legal obligation to retain.

**Data Portability:**

As the client, you have the right to receive the personal information which you previously provided and also have the right to transfer that information to another party. Data held will be passed to you within a month.

**Contact details:**

During the initial session I ask you to provide your contact details - name, address, date of birth, phone/mobile number and email address. These details allow me to get in touch with you if required, eg changes to appointment times, etc.

**Client Notes:**

During the session I make handwritten notes and keep these for 5 years after the end of your counselling process. After 5 years the notes will be shredded.

However, in the case of children (under 18) I have a legal obligation to keep client notes for seven years from the 18th birthday, at which time these notes will be shredded.

I am registered with the Information Commissioners Office (ICO) as the Data Controller for Kay Kennedy Counselling.

If you have any questions about the way your personal information is being collected, stored and used, please contact me via my website -[www.kaykennedycounselling.com](http://www.kaykennedycounselling.com)

More information about your Data Subject Rights can be found on the Information Commissioners Office website: <https://ico.org.uk/>