**Crest Counselling Privacy Policy **

**My contact details**

Name: Esther Cross

Address: Widnes, Cheshire

Phone Number: 07511 893876

E-mail:info.crestcounselling@gmail.com

**The type of personal information we collect**

We currently collect and process the following information:

* Telephone numbers and email addresses. This information is collected so that I can contact you regarding appointment confirmation, reminders, changes or cancellations
* Emergency contact information such as partner, family member, friend or GP. This information is only used should there be an emergency situation. You can withhold your consent to provide this information

**How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

* You have enquired about therapy with Crest Counselling
* You are currently receiving therapy with Crest Counselling
* You are on a waiting list with Crest Counselling

I also receive personal information indirectly, from the following sources in the following scenarios:

* Businesses or organisations referring clients to Crest Counselling using an Employee Assistance Programme (EAP).

I use the information that you have given us in order to:

* Arrange dates, times, and locations of therapy sessions
* Advise of any changes or cancellations to sessions
* Refer to other organisations (with your consent) if a specific specialism is required

I may share this information with the business, organisation or specialist.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting info.crestcounselling@gmail.com**

**(b) I have a contractual obligation.**

**(c) I have a legal obligation.**

**(d) I have a vital interest.**

**How we store your personal information**

Your information is securely stored.

I keep your contact information and brief therapy notes for seven years. I will then dispose your information by:

* Paper-based data is shredded in a crosscut shredder. Paper files are kept in locked, fire-proof cabinets.
* Electronic information is securely encrypted at all times. When it is deleted, this is done using a file shredder programme.

**Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask me for copies of your personal information.

**Your right to rectification** - You have the right to ask me to rectify personal information you think is inaccurate. You also have the right to ask me to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask me to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask me to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**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, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, I have one month to respond to you.

Please contact me at data.crestcounselling@gmail.com if you wish to make a request.

**How to complain**

If you have any concerns about my use of your personal information, you can make a complaint to me at data.crestcounselling@gmail.com

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>