

Privacy notice- Anchor Hampshire



Your privacy is very important to me and you can be confident that your personal information will be kept safe and secure and will only be used for the purpose it was given to me. I adhere to current data protection legislation, including the General Data Protection Regulation (EU/2016/679) (the GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications (EC Directive) Regulations 2003. This privacy notice tells you what I will do with your personal information from initial point of contact through to after your therapy has ended, including:

- Why I am able to process your information and what purpose I am processing it for
- Whether you have to provide it to me
- How long I store it for
- Whether there are other recipients of your personal information
- Whether I intend to transfer it to another country,
- Whether I do automated decision-making or profiling, and
- Your data protection rights

I am registered with the Information Commissioner's Office Reg no:

My contact details are stated also on my website and working agreement.

My lawful basis for holding and using your personal information Why include this?

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 therapy with me and it has now ended, I will use legitimate interest as my lawful basis for holding and using your personal information. If you are currently having therapy or if you are in contact with me to consider therapy, I will process your personal data where it is necessary 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'.

How I use your information Why include this?

Initial contact.

When you contact me with an enquiry about my counselling services I will collect information to help me satisfy your enquiry. This will include a name and contact number. Alternatively, your GP or other health professional may send me your details when making a referral or a parent or trusted individual may give me your details when making an enquiry on your behalf. If you decide not to proceed.

I will ensure all your personal data is deleted within a month. If you would like me to delete this information sooner, just let me know.

While you are accessing counselling:

. Rest assured that everything you discuss with me is confidential. That confidentiality will only be broken if:

A risk of immediate harm to yourself or others

-Issues regarding the safeguarding of children

-Acts of Terrorism

-Money Laundering

-Human/Drug Trafficking

If I will notify and discuss with you if I am going to break confidentiality.

I will always try to speak to you about this first, unless there are safeguarding issues that prevent this.

I will keep a record of your personal details to help the counselling services run smoothly. These details are kept securely in a robust locked cabinet and/or under password protection. There are not shared with any third party. I will keep written notes of each session, these are kept under password protection and anonymised. For security reasons, I do not retain text messages for more than a month.

After counselling has ended:

Once counselling has ended, your records will be kept for 5 years from the end of our contact with each other and are then securely destroyed. If you want me to delete your information sooner than this, please tell me.

Third party recipients of personal data (current clients)

I sometimes share personal data with 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.

As mentioned above, I may share limited personal data with trusted third parties where this is necessary for legitimate business, legal, or professional purposes. This may include:

Financial and Professional Services

Accountants or bookkeepers

Banks and mortgage lenders

Tax authorities (e.g., HMRC)

Financial records may include transaction details such as payer names, dates, and amounts, but will never include therapy content, session notes, or clinical information.

Clinical and Professional Services

Clinical supervisors

Professional indemnity insurers

Professional bodies (e.g., BACP/UKCP/HPC) where required by professional or ethical obligations

Practice management or booking systems

Email, cloud storage, and document management providers

Website hosting and contact form providers

Legal or Safeguarding Requirements

Personal data may be disclosed where required by law, court order, or to protect the safety of clients or others.

All third parties are required to handle personal data in accordance with UK GDPR and confidentiality obligations.

Your rights:

I try to be as open as I can be in terms of giving people access to their personal information. You have a 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 a 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. If I do hold information about you I will:

- give you a description of it and where it came from;
- tell you why I am holding it, tell you how long I will store your data and how I made this decision;
- tell you who it could be disclosed to
- let you have a copy of the information in an intelligible form. You can also ask me at any time to correct any mistakes there may be in the personal information I hold about you.

You can also ask me at any time to correct any mistakes there may be in the personal information I hold about you. To make a request for any personal information I may hold about you, please put the request in writing addressing it to anchorcounsellingsc@outlook.com. If you have any

complaint about how I handle your personal data, please do not hesitate to get in touch with me by writing or emailing to the contact details given above. I would welcome any suggestions for improving my data protection procedures. If you want to make a formal complaint about the way I have processed your personal information you can contact the ICO which is the statutory body that oversees data protection law in the UK. For more information go to ico.org.uk/make-a-complaint.

Visitors to website:

When someone visits my website, I use a third party service, (Webhealer) 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 webhealer to make, any attempt to find out the identities of those visiting my website.

No user-specific data is collected by me or any third party. If you fill in a form on my website, that data will be temporarily stored on the web host before being sent to me