

Privacy Notice

I am committed to complying with the terms of the General Data Protection Regulation made on 27 April 2016, and to the responsible and secure use of your personal data. I have a legitimate interest in processing personal data in order to provide counselling psychology services. The purpose of this statement is to let you know what personal information I collect and hold, why I collect this data, how long it is kept, and your rights over your personal data. I am registered with the Information Commissioner's Office (ICO), reference ZA036452.

1. Information about you

I collect personal information from you when you enquire about my counselling psychology services in order to set up an initial appointment. This information (which may include contact details, your availability and other relevant personal information) will not be kept for more than a month unless we meet for a first session. Once a client finishes therapy their personal data is stored securely for seven years, to meet any legal obligations, and then destroyed.

2. My use of this information

Your personal information will be used only to provide you with my services and to give you information relating to them. I will not share your personal details with any other person or organisation without your knowledge and permission, unless there is a legal requirement, if there is a child or adult safeguarding issue, or a perceived risk of harm.

3. Security

Your personal data will always be held securely, and I will take all reasonable precautions to prevent the loss, misuse or alteration of the information you give me.

Communications in connection to my services may be sent by e-mail. For ease of use and compatibility, communications will not be sent in an encrypted form unless you require it and give me permission to communicate with you in that way. E-mail, unless encrypted, is not a fully secure means of communication. Whilst I endeavour to keep my systems and communications protected against viruses and other harmful effects, I cannot bear responsibility for all communications being virus-free.

4. Your rights over your personal data

If you would like to see the information I hold about you, or would like to correct, update or delete any records, please email me at drdaphnejosselin@gmail.com. If you have any concerns about my use of your data, please contact me at the same address. I will do my utmost to resolve any concerns you may have, but if these are not resolved to your satisfaction, you may choose to contact the ICO.