

Yasmin Frampton | Therapeutic Counsellor

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Privacy Notice and Data Protection Agreement

Consent

In signing this agreement I give consent for Yasmin Frampton to hold and process my personal data for the purposes, and in the manner, outlined below. I understand that data held and processed by Yasmin will be done so in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulation. Additionally, I give consent for Yasmin to contact me in the ways agreed to in the Agreement for Counselling. Furthermore, I confirm that I have read and understood the following information.

Name: _____

Signature: _____

Date: _____

This notice and agreement may be amended occasionally to reflect changes in data protection law and requirements. If there are any significant changes I will inform you of these in writing.

What information do you hold about me?

To meet professional standards, fulfil insurance requirements and for legal reasons, including tax records, I am required to retain certain information about the people that I work with. Any information that I have about you will have been given to me by you as part of our contractual agreement and as part of our work together and may/will include the following:

Initial enquiries for counselling – Initial contact with me may be made by email or telephone. Information you disclose may include your name, contact details and availability. It is possible that information around your needs and personal history may also be disclosed.

Contractual agreements – In our initial session, or prior to our initial session, I will ask you to complete an Agreement for Counselling form which outlines the ways in which we will work together. This form asks for information including your: full name, address, telephone number, email address, GP details, emergency contact details and signature. This form, the Privacy Notice and Data Protection Agreement, will also be kept and contains your full name and signature.

Session notes – I am required to keep brief, factual notes relating to our sessions for ethical, legal and insurance reasons. These notes will contain the date of our meeting, your client reference number, the session length, and a brief outline of the content of the session. In the event that I identify legal, safeguarding and risk concerns my notes may be written in greater detail (and with reference to conversations with other professionals/individuals, where applicable) to reflect the importance of

such issues. I may also make separate, additional notes (which I call process notes) after our sessions - I use these to make sense of our work together and as part of my supervision.

Financial records – For accounting and tax purposes I keep a record of payments, both incoming and outgoing, in a spreadsheet. Records of payments will also be visible via my bank account.

Contacts via email, text message or voice message – For the duration of our work together (and where deemed necessary in the light of legal, safeguarding and risk concerns) I may maintain communications that are made via email, text message or voice message.

Why do you hold this information?

- To provide you with the professional counselling service that you request of me
- To provide you with any information that is relevant to the provision of a professional counselling service
- To ensure that I am able to contact you to arrange, change and confirm appointment times, or to inform you of my non-attendance
- To meet you for online appointments and/or telephone sessions
- For accounting purposes – so that I can track incoming payments, outgoing payments and other expenses
- To maintain up-to-date, accurate tax records
- To comply with professional, ethical and insurance requirements
- To comply with the law
- To ensure that I make full and proper use of supervision which is a professional requirement of all counsellors/psychotherapists in the UK

How is my information stored?

All hand-written notes, paper forms and hand-written communications are kept in a locked filing cabinet to which only I have access. Hand-written notes include: the Agreement for Counselling, the Privacy Notice and Data Protection Agreement, session notes and my personal process notes. Identifying documents, such as the Agreement for Counselling and the Privacy Notice and Data Protection Agreement are not stored directly alongside session notes or my personal process notes. Session notes are only identifiable by way of a unique client reference number and do not have your full name on them. My personal process notes do not contain names or personally identifying details. Where hand-written documents need to be transported (for example, to a supervision session) they are stored in a padlocked document wallet.

Any electronic records that I maintain are kept on an encrypted memory stick, such information may include: payment records, tax records, and the Agreement for Counselling and Privacy Notice and Data Protection Agreement which you may have sent to me as an attachment to an email (for example, if we are working online or on the telephone together). Whilst I try, as far as possible, to ensure the security of any information sent to me digitally, I cannot guarantee its security during transmission and so transmission via a digital medium is at your own risk. It is recommended that you ensure any personal information sent either in an email or via an attachment is encrypted and/or password protected. If you choose to password protect a document please send the attachment in one message and the password in a separate message. I use a highly secure, encrypted email account

to send, receive and store emails. I may also hold information, such as your contact information and any text-based communications, on a smartphone which is used only for work purposes and is PIN protected. I may, from time-to-time, use my personal mobile to communicate with you. I do not store client information on my personal mobile and will delete your number from my outgoing calls list.

Information about you, such as your name, bank account number and sort code, may be visible via my banking account if you choose to pay me online. This bank account is a separate account that only I can access. I do not have control over how long banking records are kept but ensure your personal details are not linked to any joint bank accounts or other personal bank accounts that I may hold.

Information that I hold about you will be destroyed 7 years after our work together is complete. Paper records will be shredded whilst digital records will be securely deleted.

Is any of my personal information shared?

I do not share your personal information with other organisations or people, except in the following situations:

- Where you have consented to me sharing your information
- Where you have consented to me contacting another person/organisation on your behalf and agreed to information sharing, for example, a GP
- If I believe that you or somebody else is at risk of serious harm
- If I am obliged to do so for legal and/or ethical reasons (i.e. information disclosed regarding acts of terrorism, money laundering, drug trafficking, female genital mutilation, and concerning the safeguarding of children and vulnerable adults)
- In clinical supervision – it is a professional requirement that all counsellors/psychotherapists in the UK attend regular clinical supervision
- Where I am engaged in teaching, professional training or professional development and am required to draw upon examples from my client work. In these instances, your personal details will be anonymised as far as possible to protect your identity. I would also explicitly seek your verbal or written consent to use your information in such a way prior to engaging in such activities.

What are my rights?

Under the Data Protection Act the following rights regarding your personal data are applicable to our work together (for further information see, <https://www.gov.uk/government/publications/data-protection-rights-for-data-subjects/data-protection-rights-for-data-subjects>):

- The right to be informed about the collection and use of your personal data
- The right to request a copy of the data that I hold about you
- The right to have inaccurate personal data rectified, or completed if it is incomplete
- The right to erasure (in certain circumstances)
- The right to restrict processing (in certain circumstances)
- The right to object to processing (in certain circumstances)
- The right to withdraw consent at any time (where relevant)
- The right to complain to the Information Commissioner's Office (ICO; my ICO registration number is ZA841449)