**OK With You Ltd**

GDPR Privacy Notice

Telephone | **07597 649432**

Email | **info@okwithyou.com**

**www.okwithyou.com**



**Introduction**

It is imperative that you can trust that your details are kept securely and have information as to what happens to them during and after therapy.

This privacy notice discusses your contact details and any notes made during and after any sessions that we have together.

It is important that you read the policy carefully and contact with any questions or concerns about my privacy practices.

**Who we are?**

OK With You Ltd is the data controller for OK With You Counselling Services.

**What information do we collect?**

Name, date of birth, address, contact details e.g. telephone, email, next of kin (for emergency purposes).

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OK With You Ltd collects data via the client contract for self-referrals and any referrals from insurance companies or other sources of referral that you will have agreed, previously with the referrer, to be given.

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OK With You Ltd will only be processing personal data e.g. any information relating to an identified or identifiable person. OK With You Ltd will not be processing any sensitive personal data e.g. data consisting of racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, biometric data, data concerning a person’s sex life or sexual orientation.

**How do we use personal information?**

* Delivering marketing and events communication e.g. for your information only.
* ​Carrying out polls and surveys e.g. for assistance with therapy.
* ​Providing a service.
* ​Legal obligations e.g. professional ethical guidelines provided by the British Association for Counselling & Psychotherapy.
* ​Account set up and details e.g. for contact between sessions.
* ​Sending previously discussed information to you.
* Accounting and auditing purposes.

**What legal basis do we have for processing your personal data?**

The following are the relevant processing conditions contained within the GDPR.

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Consent e.g. any freely given, specific, informed and unambiguous indication of the data subject’s wishes by which they, by statement or by clear affirmative action, signifies agreement to the processing of personal data relating to them.  You can withdraw your consent at any time.

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Contract e.g. a written contract will be supplied every time that OK With You Ltd employs a processor to process personal data.

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Legitimate interests e.g. a clearly articulated benefit to a single company or to society, that can be derived from processing personal data, without consent, in a legal way e.g. your or another person’s/group safety.

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Vital interests e.g. in order to protect the vital interests of the data subject or of another person.

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Legal obligation e.g. as a controller, OK With You Ltd, is required to maintain records of personal data and processing activities.  OK With You Ltd will have legal liability, if found to be responsible for a breach of your private information.

**When do we share personal data?**

There are very few circumstances that OK With You Ltd would need to share your personal data and this would usually be with your consent e.g. GP, crisis team. Some personal details, such as your name, may also appear on any business bank statements shared with OK With You Ltd’s accountant for auditing purposes.  However, OK With You Ltd may need to contact the police, if you are committing or have admitted to committing a crime. Your data will only be shared as a duty of care towards yourself or any other person.

**Where do we store and process personal data?**

OK With You Ltd store your personal data in a locked filing safe in accordance with GDPR regulations. OK With You Ltd also keep electronic notes that are stored on an encrypted, password protected device and kept in a locked safe along with paper documents when not in use.

**How do we secure personal data?**

OK With You Ltd will keep your personal contact details on a password protected mobile device. Your contact number will be removed 30 days after the end of service e.g. discharge or cancellation.

OK With You Ltd will keep any written material in a locked safe accessed only by your personal therapist. In the event of certain circumstances e.g. illness or death of your personal therapist, a trusted employee of OK With You Ltd will access and handle your data in accordance with GDPR regulations.

**How long will OK With You Ltd keep your personal data?**

Your personal data will be kept for 7 years, after discharge and then destroyed e.g. cross shredded. Any other information e.g. text, email, telephone number will be deleted after 30 days of no contact or discharge.

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**Your rights in relation to personal data**

Under GDPR regulations, OK With You Ltd must respect the rights of data subjects to access and control their personal data. Data subjects have certain rights in respect of:

* Access to personal information – this would be whilst in a session.
* ​Correction and deletion – this would be agreed whilst in session.
* ​Withdrawal of consent (if processing data on condition of consent)
* ​Data portability – your data will be removed from a locked safe and transported to your therapist’s office or the designated room within which your therapeutic session will take place in a secure, locked document case, or transported via an encrypted, password protected confidential device.

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**Lodging a complaint with British Association of Counselling & Psychotherapy, if not satisfied with protection of your data.**

If you require to see any information that OK With You Ltd holds then this will be agreed and activated whilst in the therapeutic session.  There may be times when data subject rights may be limited e.g. when fulfilling the data subject request risks exposing personal data about another person, this information will be redacted before you are able to view the information held.

**Use of automated decision-making and profiling**

This is not relevant to information held within OK With You Ltd.

**How to contact us?**

Data subject can get in touch if they have questions or concerns about privacy practices, personal information, or if you wish to file a complaint. Please contact verbally, via email **info@okwithyou.com** or telephone **07597 649432**.

**Linking to other websites / third party content**

Any links to external sites and resources from the OK With You website or associated social media pages does not constitute endorsement, and OK With You Ltd takes no responsibility for the content (or information contained within) any linked website.