



Information Retention Policy v1.1

In my work as a counsellor and psychotherapist, I act as a data controller which means that any information you provide to me as part of the service I offer, is processed, protected and securely stored.

When you provide me with information about yourself this information is protected and securely stored. This service will be explained and subsequently managed through an administrative contract which each client agrees to on commencing work.

Signing the administrative contract constitutes consent for me to store and handle your data.

Data Use

I will use your data in the following ways.

- To provide my services to you.
- As a necessary part of the contract of working together.
- To cover my legal obligations to maintain accurate records including clinical records.
- To contact you.
- To assess your needs in order to provide a counselling or psychotherapy service to you.
- Some non-identifiable information may be shared with my supervisor who will provide professional advice and feedback to me. This will be done anonymously so you will not be identified from this process.
- Some non-identifiable information may be used in research to further the body of knowledge of counselling and psychotherapy.

Your data will not be shared with any third party other than stated above or in exceptional circumstances as described in the next section.

Exemptions

In exceptional circumstances, I may need to request further information from your GP or from another medical professional and may need to disclose information to maintain accuracy and obtain a service from them. For example, I may need to share name and date of birth in order to ensure that we are both talking about the same person.



In exceptional circumstances particularly those pertaining to risk, it may be necessary for me to share the information that you have disclosed to me with further individuals or organisations.

Reasons for doing this include, but are not limited to:

- as part of my duty to protect a child, a vulnerable adult, yourself or the public;
- for the prevention and detection of a crime;
- if I am required to do so by a court of law;
- to maintain records;
- to respond to enquiries you make about the services I have provided;
- to investigate complaints;
- to meet my statutory obligations;
- to ensure the accuracy of my records.

Data Storage

Data will be kept for no less than seven years from commencing work, but may be kept for longer depending on a variety of factors including (but not exclusively) legal rules, insurance requirements, changes to ethical policies, returning clients,

Any written information generated from the counselling or psychotherapy sessions will be stored in one of two places, in a locked filing cabinet, and/or on a password protected and encrypted laptop which **is not** connect to a cloud data storage provider. Individual documents will also be password protected.

All information is strictly confidential.

This means:

- that I store it securely as above;
- that I control who has access to it;
- that I never use or share it for marketing purposes;
- that I will only share information as necessary, and where I am satisfied that the other individual or organisation is entitled to receive it.

Information retained

The information retained by me falls into two types.

The first type is regarded as sensitive under the Data Protection Act (2018). This includes, name, address, date of birth, gender identity, mental health diagnosis, medical conditions, name of GP and/or consultants relevant to your treatment. This information is never stored on computer and only exists in paper copy stored in a locked filing cabinet in my office.



The second type of information pertains to the content of the counselling sessions and is kept in the form of clinical case notes. These are anonymised and stored separately to any identifying personal information.

Your rights

If you believe that information I hold about you is incorrect, or if you have concerns about how I am handling this information, please contact me.

If you wish to have your personal information deleted, please let me know and I will take reasonable steps to remove it unless I need to keep it for legal, insurance, auditing, internal risk management or archiving purposes.

You have the right under the freedom of information act to request to see any data I hold pertaining to you or our work together. You can request this using the information below.

If you would like further information, then please contact me.

Caroline Shevelan

Cshevelan@gmail.com

07759843034

A full copy of this document the information retention policy is available to view on my website ([Caroline Shevelan](#)) and on request.

Data Breach

If a breach of your personal data occurs it should be reported to myself at cshevelan@gmail.com and then to the Information Commissioner's Office within 72 hours.

Their website explains your rights in relation to the information I hold.

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
<https://ico.org.uk/global/contact-us/>



Website

My current web address is www.carolineshevelan.co.uk.

It is a site created, maintained and hosted by My Jumping Dev via a GDPR compliant hosting company.

Our privacy notice for the website is also available on the website.

Third party Compliance

Caroline Shevelan Counselling and Psychotherapy services deals with the following third parties.

Google

Wordpress

The Jumping Dev

BACP

Northern Guild for Psychotherapy

Together We

Information regarding the privacy policies of these third parties has been obtained and is held on an electronic register along with copies of the policies. This register will be available to view on request from cshevelan@gmail.com.