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PRIVACY STATEMENT

Confidentiality is an essential part of all counselling and psychotherapy. I will ensure confidentiality in line with the Code of Ethics of the BACP.

Why do I need to process information about you?

In providing you with my services, I will need to handle your personal information. Personal information is details about you from which you can be identified, such as your name and contact details. This information is essential to inform, facilitate and provide assessment and therapeutic services which are appropriate to your individual needs.

What information do I hold?

Information about you will be held in the form of brief written notes, emails, letters, and invoices. This information could be collected at any point during my contact with you whilst receiving services from me. Your information will be collected, managed and stored solely for the purposes of providing you with therapy.

Where and how do I store this data?

On my computer:

I use a personal computer for creating and storing invoices, for email and written communication. The computer is password protected according to GDPR.

As a paper copy:

I take brief hand written clinical notes when I meet you, which serve simply as an aide memoire that ensures a continuity of treatment as time progresses. I keep these notes in a locked filing cabinet.

How long will you store my information for?

I will hold information about you for as long as you receive services from me and for 6 years following the date of my last contact with you. You have the right to ask for the information I hold on you to be erased by contacting me via email. However, if you want to have your data removed, I do have to determine if I need to keep the data, for example, in case HMRC wish to inspect my records. If data is to be deleted, I will do so without undue delay.

Accuracy

Whilst you are receiving services from me, I will aim to keep the information I hold about you up-to-date. Please inform me as soon as possible if your personal data changes so that I can update my records. If you believe any information I hold about you is inaccurate and needs amending or updating, please contact me and I will aim to update it within 72 hours. You can ask to access the information I hold by contacting me via email.

Protecting your data.

I am committed to keeping the information I hold about you secure. To protect your personal data, I follow the guidelines and recommendations in line with my professional bodies and regulatory bodies such as the Information Commissioners Office (ICO).

Confidentiality

The confidentiality of your personal information is very important to me.

All my services are confidential, and I will not share your information unless I judge that there is a serious risk of harm to yourself or others, or with your written consent, or when I am legally obliged to do so.

Concerns about my data management

Should you have any concerns about the management of your data please contact me in the first instance. If I am unable to resolve your concerns, you have a right to complain to the Information Commissioner's Office:

<https://ico.org.uk/for-the-public/raisingconcerns/>