



GDPR & Data Protection

General Data Protection Regulation (GDPR), (2018) forms part of the Data Protection Act (2018) and provides you with greater transparency over your personal data, such as data used to identify you. New Horizon Counselling Ltd abide by the terms of GDPR (2018) and have outlined how your personal data is used and stored.

1. How your data is used:

- a. **Name:** Used to address you, to ensure confidentiality notes are assigned a code.
- b. **Email:** Used to confirm appointments and for general communication. Email address is used with DocuSign for sending therapy agreements.
- c. **Phone number:** Used to confirm appointments and for general communication, phone numbers saved on work phones are saved under your assigned code and removed when our work ends.
- d. **Personal and GP Address:** Used to contact you or your GP in writing if required, also used in the event you become unwell in a session and the emergency services have had to be called.
- e. **Emergency contact number:** This may be used in the event that a planned session has been missed and the therapist has been unable to contact you by other means, also used in the event you become unwell in a session and the emergency services have had to be called.
- f. **Clinical notes:** Brief notes are made at the end of each session.
- g. **Assessment information:** This information is taken during the initial session / assessment. The information is used to assess any risk, take note of any goals and to help the therapist assess what support clients and supervisees are looking for.

2. How your data is stored:

- a. Your name, email, phone number, addresses and emergency contact number are all stored in a locked cabinet in the secure New Horizon Counselling office. Your email address is also stored on the computer.
- b. Any client notes are stored on a password and virus protected computer system (most recent AVG software). All notes will be assigned a code name so your name will never be attached to any client notes.
- c. New Horizon Counselling is also registered with the Information Commissioners Office (ICO) to ensure we are compliant with data protection laws.

3. Therapeutic Executor

As outlined in the Therapy or Supervision agreement I have a therapeutic executor, Danielle Bottone who is a registered therapist. In the event of my unexpected incapacity, illness, or death. Danielle would gain access to clients securely stored name and number.

Your information will not be shared with any third party, and you have the right to remove personal contact information at any time - Should you want New Horizon Counselling to delete all contact information please get in touch via: info@newhorizoncounselling.co.uk

New Horizon Counselling will keep your signed agreement, anonymised notes and assessment form for seven years after our final session (**your contact details will be removed from these forms automatically after five years or sooner at your request**). After the seven years all information will be removed and disposed of.

Whenever New Horizon Counselling remove data, it is removed and destroyed securely.