

Privacy Policy

The purpose of a Privacy Policy is to explain how personal information collected by Your Feelings Matter will be used and stored. This is a legal document meant to protect all parties and to give you the peace of mind that your personal information will be treated carefully, sensitively and in compliance with the UK Law.

Your Feelings Matter is registered with the ICO (Information Commissioners Office). I, Andrea Guthrie am the Data Controller.

Sharing of Data

Your Feelings Matter will never sell your data or use it for unethical reasons. If you pay via BACS your name will appear on bank statements and this may be seen by financial services. If client information is subpoenaed by the court or if you tell me you are at serious risk of harm, information would need to be shared with the correct authority. We will endeavour to gain your consent first. If I have become aware of your intent to cause harm to another person/organisation or that you are acting illegally, the law requires that I inform an authority without seeking your permission. I have regular supervision which is an ethical obligation of my counselling body to ensure that I am working safely with you. All information is anonymised.

Data Collected

We may collect the following Data, which includes personal Data, from you:

- Name
- Address
- Telephone numbers
- Email addresses
- Date of birth – used as your NHS identifier should you take ill in a session
- Gender
- Next of Kin
- GP details – in case of an emergency
- Current medical conditions/medication/disabilities/s or suicidal ideation
- Family history and circumstances

How We Collect Data

- data is given to us by you;
- data is received from other sources; and
- data is collected automatically.

Your Feelings Matter will collect Data in several ways, for example:

- When you contact us through the website, by telephone, post, e-mail or through any other means;
- When you make payments to us;
- When you use our services;
- From third-party organisations such as the BACP, Counselling Directory, NCPS +/or Psychology Today, and Web Hosting Organisations.

How we store your data?

Information provided electronically is stored on a computer which is password-protected and safeguarded to protect all data. Any stored information is done on secure servers. If you suspect any misuse or loss or unauthorised access to your Data, please let us know immediately by contacting us via this e-mail address: info@yourfeelingsmatter.co.uk.

Any details taken in hardcopy form are locked away in a filing cabinet.

If we are conducting counselling online third-party conferencing software will be used. Third-party client management software may be used. I am not responsible for such organisations however I will endeavour to use secure and reputable software at all times.

How long will I store your data and how will I dispose of it?

Session notes, contact/assessment sheet, this privacy policy, contract agreement and unique code will be kept for 5 years, which is the time frame my insurance company requests.

Your Rights:

- Right to be informed – to be informed about what information I hold (this document).
- Right to rectify any inaccurate or incomplete personal information.
- Right to withdraw consent to me using your personal information – your personal information will never be passed on, it will only be used lawfully for your safety, with your permission (excluding immediate risk).
- Right of access – At any time you can ask for a copy of the data I keep. This will be provided to you within one month of the date of asking.
- Right to data portability – You have the right to take your data and share it with another party.
- Right of erasure – to request your personal information to be erased (I can decline this whilst the information is needed for me to practice lawfully and competently).
- A printed copy of this statement will be given to you when we first meet for counselling or online therapy, it will be emailed to you.

- By consenting to this document, you agree to work in this way.

Changes to This Privacy Policy

Your Feelings Matter reserves the right to change this Privacy Policy as we may deem necessary or as required by law. Any changes will be immediately posted on the Website and you are deemed to have accepted the terms of the Privacy Policy.

You may contact Your Feelings Matter by email at info@yourfeelingsmatter.co.uk