

Privacy Policy:

This notice details how information about you will be used.

Legal basis for processing data

Processing data is necessary for the purposes of legitimate interest pursued by Helen Mitchell Counselling except where such interests are overridden by the interests, rights or freedoms of the data subject (you).

What information is collected about you

When you contact me, I collect the relevant information needed to calculate and understand your needs. This will generally include your name, address, phone number, GP surgery, contact details for a next of kin/close friend, date of birth.

When I collect this information

I collect this information during our meetings, telephone conversations, and electronic communications with you.

How I store your personal data

I hold your personal data electronically. The system is securely backed up and data encrypted to protect your data from cyber-attacks and online hackers. I take considerable measures to prevent loss of data from unauthorised access or theft. In the event of a data breach, I would contact you immediately and the ICO within 72 hours.

How your information will be used and who might I share it with

The information I collect will be used to deliver to you the therapeutic services that I offer you. I may share your data with other third parties in order to meet my legal or regulatory requirements (as detailed in my working agreement and includes instances such as risk of harm to self or to others). In the event of my own serious illness or death, I have negotiated that a trusted colleague will be given access to my client information and will contact all current clients to inform them of changes to scheduled appointments.

How long I will keep your data for

I will retain any information that I have collected about you for up to 3 years after our professional relationship has terminated.

Your rights of access to your data

Under the General Data Protection Regulation (GDPR) you have a right to obtain a copy of the personal information that we hold about you free of charge; this is known as a Subject Access Request. If you believe that any information held is incorrect or incomplete you should contact me (see contact details below). Any information that is found to be incorrect or incomplete will be amended promptly.

Erasure rights

You have the right to request the deletion or removal of your personal data at any time if you feel there is no compelling reason for its continued processing.

Your right to object

Under the GDPR you have the right to object to me processing personal data based on grounds relating to your particular situation. Any objections will be responded to within 30 days. If you object to me processing your personal data I will stop unless: there are compelling legitimate grounds for the processing which override your interests, rights and freedoms or, the processing is for the establishment, exercise or defence of a legal claim.

Your right to complain

You have a right to complain to the Information Commissioners Office if you feel there is a problem with the way I am handling your data. Please contact: <https://ico.org.uk/concerns/handling/>

Contact Details

If you need any further information, please contact me on: Mitchellhelen01@gmail.com or 07748713816

The use of cookies

A cookie is a small file that contains text and is downloaded on to a device when a user accesses certain web sites. Cookies allow a website to recognise a user's device. You can learn more about cookies, here: <https://ico.org.uk/global/cookies/>

The Privacy and Electronic Communications Regulations make it a requirement that websites that use cookies should inform users and get their consent. You can learn more about this, here: <https://ico.org.uk/for-organisations/guide-to-pecr/cookies-and-similar-technologies/>

What do I use cookies for?

Like most websites, my site uses cookies to monitor visitor traffic and movement on the site. This information also helps me to make ongoing improvements to my website.

Which cookies are used?

Google Analytics cookies to monitor how many users are using the site, how they find the site, which pages they visit, how long they are on the site for, and what type of device they are using (i.e. mobile, tablet, PC). I can view reports which analyse this information, but I can't identify individual users.

Session cookies are used for all visitors. This cookie expires when you leave the site.

Can cookie information identify individuals?

No, I cannot identify individual users from cookies.

Can I stop cookies being saved on my computer?

If you do not want cookies saved on your computer, or any other device, then you can block them. There is more information on how to do this, here: <https://ico.org.uk/concerns/handling/> It is worth considering that websites may not function properly for you if you do this.

Visitors to this site who do not block cookies are presumed to have given their consent to the cookies used on this site.