

Nicola Sharp

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General Data Protection Policy 2018

In accordance with the requirements of General Data Protection Regulations 2018 this privacy policy explains how information how any information you provide to Nicola Sharp Counselling is used, protected and why it is collected.

Gaining your consent

You will be informed when using the services of Nicola Sharp Counselling of the confidentiality of all information shared in the sessions and that confidentiality will only be broken when:

- You give written consent to pass on information.
- A court order is received requiring information to be disclosed.
- If you appear to be in danger to yourself or other people.

I will always try to inform you first before I would need to disclose this information.

What information is collected?

When using the services of Nicola Sharp Counselling we collect the following personal details:

- Name
- Address
- Email address
- Phone number
- Date of birth
- Emergency contact details
- Name and address of GP

During your assessment we may collect the following information from you:

- Mental health history
- Family history
- Current medication
- Physical health details

- Religious beliefs or beliefs of a similar nature
- Ethnic origin
- Relationship, gender and sexuality details
- Offences and alleged offences
- Financial details
- Employment and education details

During your therapy I will keep brief notes of the session content and record any homework tasks that have been agreed.

What your information is used for

Your information may be used to:

- Respond to enquires that you make.
- Identify you safely and confidentially when making a referral.
- Identify other factors that may be influencing the issue that you have come to sessions with.
- Identify and protect those at risk of harm including yourself.
- Provide information and services that you request.
- Tell you about changes to the service.
- Contact you regarding services and feedback.
- Maintain accurate records and accounts and to operate the business
- Meet statutory obligations, for example by insurers of professional body.
- To contact next of kin if there are any concerns over yours or others wellbeing and safety.
- If a court of law summon any case notes recorded by the psychotherapist.

How your information is protected

Any information that you disclose is confidential, except if I have legal or professional obligation to disclose this data or where you authorise this information to be shared. Your information is stored securely. Information is stored for 7 years and will be securely destroyed after this time period.

I may discuss your case from time to time with my supervisor who is also bound the BACP code of ethics and confidentiality.

The transmission of information via the internet is not completely secure. Although I endeavour to protect your data, the security of information disclosed via email, voicemail or text message cannot be guaranteed. My electronic devices are password protected and are only in use by myself in order to protect your data. However, any personal information disclosed via email is at your own risk.

I store your personal details, contract agreements and case notes in a locked filing cabinet in my locked counselling room that is only accessible by myself. Your name will not be stored as a contact in my phone, although messages will be stored on there. The phone is protected with a password lock.

Your name and contact details will be shared with my Therapeutic Executor in event of my experience of illness or death which prevents me from contacting you to cancel any booked sessions that as a result I will not be able to make.

How to access and amend your information

You have the right to ask for access to the data that is held about you, to ask to rectify the data that is inaccurate or incomplete or ask to delete your data in certain circumstances. I will undertake to do this, except in circumstances where I am required to keep the information for legal, professional or auditing purposes. Any requests for your information to be shared, accessed, deleted or amended must be made in writing and I will respond within one calendar month.

Whom to contact

In accordance with the General Data Protection Regulations 2018 (GDPR), the data controller is Nicola Sharp for the therapeutic services provided. I am responsible for collecting and processing your personal information. Processing includes the retrieval, organisation, use, protection, deletion, destruction of information and disclosure to other agencies if you have given consent or I am obliged as a legal requirement.

I am registered with ICO and my registration number is ZA319173.

Questions, comments, information access, amendment requests and complaints should be addressed to:

Nicola Sharp and emailed to nicolasharp77@gmail.com