



## Privacy Notice

(Data Protection)

Emma Dunn is registered with the ICO (Information Commissioners Office) and has a responsibility to inform clients about data that is collected and what is done with it.

This document is for anyone who contacts Emma Dunn in her capacity as '*Insightfulness; Counselling and Psychotherapy*' for the purposes of seeking counselling, psychotherapy or training in Mindfulness.

Emma Dunn is responsible for all aspects of data control and collection. No third party is involved. If in the future Emma makes use of a cloud based 'Health Management system' it will be compliant with current data protection legislation.

### What Data does Insightfulness Collect and Why

- **Contact information**- This includes email, and telephone number. This information is used to enable Emma to send information regarding the services available, as well as confirmation of any appointments or workshops that have been booked. It is necessary to inform you of the cancellation of bookings in the event of an emergency.
- **Address**-This is necessary in case of crisis. It also provides information about how far individuals will travel to the service.
- **GP details**-This is collected in the event of a mental health crisis and will only be used with permission.
- **Sensitive Personal Data**- Information about your health. This is necessary to inform the therapy that Emma can offer.

### Consent

By using the email address 'emmadunn@insightfulness.co.uk' to contact me implicit consent has been given for me to reply to you using your email address.

For individuals requesting therapy, consent is obtained at the first appointment. Consent is for permission for me to have and store some personal data as identified above.

You have the right to withdraw consent at any time.

### Sharing data

Data will not be shared with a third party unless it is necessary to comply with legal obligations, such as a disclosure you might make or if data was subpoenaed by a judge. This is addressed in our first meeting under confidentiality.

## **What is done with your information**

- Data you provide is used to inform the work done in therapy.
- Once the work is over data is stored for 5 years in compliance with Emma's professional insurance policy.
- Some data about the beginning, end and number of sessions is removed and used for statistical purposes.

## **Storing your Information**

Your information is stored in a lockable filing box. At the end of therapy, it is stored in a separate cabinet for 5 years. This is a requisite of my professional insurance and enables users of the service to access records during this time. After this time the data is shredded.

Contact details of clients will be deleted from my phone and lap top within three months of the last session.

## **What are your rights**

Under data protection legislation you have the right to access the information stored on you. Emma will respond to a written request for this within 2 weeks.

## **How to make a complaint regarding the use of your data**

In the first instance complaints should be addressed to Emma Dunn, if her response proves unsatisfactory complaints can be made to the Information Commissioners Office <https://ico.org.uk/concerns/>

Contact details

[emmadunn@insightfulness.co.uk](mailto:emmadunn@insightfulness.co.uk)

mobile 07419 324764