



Data Privacy Notice

Date Created: 01.07.21

Contact details

Name: Beth Waller Counselling

Address: 12 Broad Street

Stamford

PE9 1PG

Phone Number: 07469 870 252

E-mail: BethWallerCounselling@gmail.com

What type of information we have

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, Client names, addresses, telephone numbers and email addresses)
- Beth Waller Counselling uses Cookies on its website to collect data for Google Analytics, this data is anonymous.

How we get the information and why we have it

Most of the personal information we process is provided to us directly by you in order to make contact with clients and prospective clients.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(b) We have a contractual obligation.

(f) We have a legitimate interest.

What we do with the information we have

We use the information that you have given us in order to:

- Make contact with clients and prospective clients in order to carry out the contractual obligations of service.
- The data collected is not shared with anyone outside of Beth Waller Counselling.

How we store your information

- All paper copies of client's records are kept in a locked filing cabinet.
- All electronic records are kept on a secure data system with Beth Waller Counselling, Stamford.
- These records are shredded after the retention period.
- Beth Waller Counselling collects personal data, including names, addresses and telephone numbers and email addresses of those on the enquiry list.
- These records are shredded if the client does not book or attend therapy, or it is added to the client's file and stored appropriately.
- Access to Beth Waller Counselling devices is password protected. Any portable data storage used to store personal data, e.g. USB memory stick, are password protected and/or stored in a locked filing cabinet.

However, Beth Waller Counselling has a legal duty to keep client's details for a reasonable time. Beth Waller Counselling retains these records for 7 years. This data is archived securely onsite and shredded after the legal retention period.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at Phone Number: 07469 870 252, E-mail: BethWallerCounselling@gmail.com, if you wish to make a request.

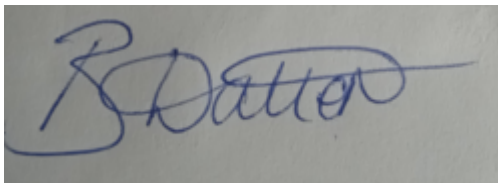
How to complain

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113

Signed on behalf of Beth Waller Counselling

A rectangular box containing a handwritten signature in blue ink. The signature appears to be 'Beth Waller' written in a cursive style.

Beth Waller

This Policy was reviewed in July 2021. Next review date June 2021