



Privacy Notice

Ceri Westcott Therapeutic Services is committed to complying with the terms of the General Data Protection Regulation (GDPR) and to the responsible and secure use of your data. Ceri Westcott Therapeutic Services has a legitimate interest in processing personal data to provide counselling, supervision and training services.

Ceri Westcott Therapeutic Services processes personal data under the lawful basis of consent and explicit consent.

Special category data is processed under the lawful basis of explicit consent. This includes: information about health conditions, ethnicity and gender.

The purpose of this statement is to let you know what personal information Ceri Westcott Therapeutic Services, collects and holds, why we collect this data, how long it is stored for and your rights over your personal data. Ceri Westcott Therapeutic Services is registered with the Information Commissioner's Office (ICO), reference ZA804734.

1. Information about you

1.1 We collect personal information from you when you enquire about our counselling, supervision and training services to set up an initial appointment.

1.2 When you enquire about therapy we ask for contact details and relevant personal information from you that is needed to answer your enquiries and to keep you informed.

1.3 If you go on to access a service such as counselling, supervision or training we may ask for further information including special category data such as health data in order to provide a service to you.

1.4 Brief notes of counselling and supervision sessions are held by Ceri Westcott

1.5 Once a client finishes therapy, all data regarding their therapy is stored securely for 5 years (for adult clients) and until a child turns 25 for child clients and then destroyed.

2. Our use of this information

2.1 Your data will be used only to provide you with our services and to give you information relating to our services. We will not share your details with any other person or organisation without your knowledge and permission unless there is a legal requirement as stated in the counselling/supervision/training contract.

A breach of confidentiality is when a person shares information with another in circumstances where it is reasonable to expect that the information will be kept confidential.

3. Security

3.1 We will take all reasonable precautions to prevent the loss, misuse or alteration of information you give us.

3.2 Communications in connection with this service may be sent by email. For ease of use and compatibility, communications will not be sent in an encrypted form unless you require it and give us permission to communicate with you in that way. Email, unless encrypted, is not a fully secure means of communication. Whilst we endeavour to keep our systems and communications protected against viruses and other harmful effects, we cannot bear responsibility for all communications being virus-free.

3.3 Counselling and supervision notes are anonymised and stored separately to other client/supervisee information.

4. Your rights over your personal data

4.1 If you would like to see the information we hold about you, or would like to correct, update or delete any records, please email us at therapy@ceriwestcott.co.uk. If you have any concerns about our use of your data, please contact us directly at therapy@ceriwestcott.co.uk. We will do our utmost to resolve any concerns you have. If for any reason we cannot resolve the issues you may choose to contact the ICO directly.

For more information about your information rights you can contact the ICO (Information Commissioner's Office):

www.ico.org.uk/for-the-public/

0303 123 1113