

Mandala Counselling Services – Client Data Protection & Privacy Statement

Consent to collect and use your data

On 25th May 2018 the new **European General Data Protection Regulation (GDPR)** came into effect and replaces the existing Data Protection Act 1998. Therefore, Mandala Counselling Services (MCS) needs your express permission to collect and store information about you and is required to advise you how your data will be used and how your personal information is stored, archived and destroyed, compliantly and ethically. I am committed to ensuring the security and protection of the personal information that I process, and to provide a compliant and consistent approach to data protection. I will not collect any personal data from you I do not need in order to assess, process, contract services and maintain your account. MCS is registered with the *Information Commissioners Office (ICO)*.

Information about you and how it will be used

I collect the following information when you attend an initial assessment session, under 'legitimate interest' as a lawful basis for collecting your data, *and* constitutes the necessary information for the task of registering, contracting, ongoing assessment of your needs and the management of your wellbeing, if and when necessary (see exceptions to confidentiality) and (see 'How your information is stored').

Name – for registration and contracting purposes

Address – for registration and contracting purposes and to contact you by post if necessary.

Date of birth – to confirm that you are age appropriate for the age group we work with.

Contact number/ email address – to contact you and to arrange and rearrange appointments.

Emergency contact name and number – emergency contact only, for illness or security.

GP contact details – for collaboration, (with your agreement), or for emergency needs.

Medical conditions – so that I am aware of your condition if you become ill.

Mental health diagnoses and medication – for me to assess I have the competency to work with you ethically and effectively, depending on your needs and to assess risk

Other agencies involved – as part of your therapy it is of legitimate interest to me to be aware of other agencies involved with you or your family. In certain circumstances there may be a conflict of interest or information may need to be shared for legal purposes, for your safety or the safety of others.

A brief history – that may include information regarding your family life, childhood experiences, past relationships, medical and mental health history, information about your children, and other personal information regarding your presenting issues and your reasons for seeking counselling.

This helps me assess your needs, their competency to work with you ethically and effectively and forms the basis for the contract for continuing to work together.

Supervision - Please note: As an accredited registrant (MNCS Accred) of the National Counselling Society, I work within their ethical framework, and I am required to take my work to supervision once a month. This requires me to discuss the work I undertake with you but you are only identified by first name and client reference number.

Exceptions to confidentiality and sharing information

I have a duty of care and a legal obligation to intervene if you disclose certain information which compromises human safety. Some or all of the information I hold may be disclosed to your emergency contact or other agencies, if and when there is an exception to confidentiality as stated below.

1. If you threaten to harm yourself or another person
 2. If the therapist believes a child or vulnerable adult is at risk of harm or abuse
 3. If the courts instruct MCS to give information
 4. If you share information about a proposed act of terrorism or money laundering.
- **Important:** If I feel that either you or someone else is in danger or at risk of harm I will discuss this with you in the first instance. However, depending on the circumstances, I retain the right to break confidentiality without prior consultation with you, if I consider that the situation requires immediate action to safeguard the physical safety of yourself or others. I may need to contact your General Practitioner (GP), the individual in danger, a Social Worker and/or the Police.

Agency/Employer referrals – If another agency, charity or your employer pays for your therapy on your behalf, certain information may need to be shared with the referring agency, such as; when you attend or miss sessions, effectiveness monitoring information and when you finish your therapy. This information is passed to the agency at their request and within the agreement made between the agency and MCS. I will outline at an initial session what information is expected to be provided to the relevant agency but if you would like more detail about and how your referring agency will use that information, please contact them directly.

Important: The content of the sessions will not be shared with the referring agency without your written permission unless an exception to confidentiality applies, as above.

How your information is stored

Notes taken at an initial session - are typed onto a document held securely on a password protected computer, within an encrypted file and held for the duration of your therapy. The paper notes are destroyed within 24 hours of the initial session.

Other information - Client name, contact telephone number, email address and emergency contact name and telephone number are held on a password protected mobile phone for the therapist's use only.

What happens to your information when you finish your therapy?

When you complete your therapy, our contract will be terminated and all personal information I hold about you will be deleted. For my records, I will only retain information about when you attended sessions and this is stored in an encrypted file under your client identification number only. If you do want to return to therapy at any time in the future, updated information will be collected at that time.

Access to your information and correction

You have the right to request a copy of the information that I hold about you or you may ask me to correct or remove information you think is inappropriate or inaccurate. If you would like a copy of some or all of the personal information I hold about you or you would like to amend your information, please email or write to me at the following address:

Mandala Counselling Services, Suite B1, Swan House Business Centre, The Park, Market Bosworth, CV13 0LP or email to: info@mandalacounsellingservices.org.uk

I aim to provide you with the requested information within 28 days.

Your right to withdraw your consent

To withdraw your consent to use any or all of the information I hold, please contact me in writing at: Suite B1, Swan House Business Centre, The Park, Market Bosworth, CV13 0LP, or email to: info@mandalacounsellingservices.org.uk

Alexandra Batten

MANDALA Counselling Services

