

Privacy Policy

I collect and am responsible for using personal information about you. This is regulated under the General Data Protection Regulation.

What personal information do I collect and use?

I collect your name, address, phone number, email address and some more personal information that you might provide me with during our work together.

How do I use your personal information?

I use your name, email address and phone number to communicate regarding our sessions. I also keep very brief notes about our sessions to help with our ongoing counselling and coaching work.

Who do I share your personal information with?

The work we do together is confidential and your privacy is incredibly important. In order to provide the best possible care to you, and also to maintain ethical and statutory obligations, I retain the right to break confidentiality only in exceptional circumstances for example, in the case of terrorism, drugs trafficking, money laundering or if I am ordered by the courts to disclose information. Your GP or any other health professional will not be contacted without your permission or knowledge unless I am concerned that you are at serious risk of harm. If you reveal during your sessions that someone else is at risk, you will be encouraged and supported to take necessary action. If you are unable or unwilling to do so, I reserve the right to break confidentiality and contact the relevant agency.

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

- Your consent. You are able to withdraw your consent at any time. You can do this by contacting mo@claritywithcompassion.co.uk
- We have a contractual obligation.
- We have a legal obligation.
- We have a vital interest.
- We need it to perform a public task.
- We have a legitimate interest.

Your personal information will be kept on Writeupp, a software system for healthcare professionals. This is a secure platform and GDPR compliant.

How I store your personal information

Your information is securely stored online using Writeupp, a software system for healthcare professionals. This is a secure platform which is GDPR compliant. I keep your name, telephone number and email address for 7 years after which it will be deleted if you are no longer an active client.

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 personal 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 personal information in certain circumstances.
- Your right to object to processing – You have the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability – You have the right to ask that we transfer the personal 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. Please contact me at mo@claritywithcompassion.co.uk if you wish to make a request and I will respond within one calendar month.

How to complain

I hope that we could resolve any queries or concerns about my usage of your personal data by contacting me directly. However, if you are still unhappy with how I have used your data then you can make a complaint to the ICO (the details of which are outlined below).

Information Commissioner's Office (ICO)
Wycliffe House
Water Lane

Wilmslow
Cheshire
SK9 5AF
Helpline number 0303 123 1113
ICO website: <https://www.ico.org.uk>

My ICO Reference No: ZB587251