Data privacy statement

This statement explains how I collect and use your personal information.
I am registered as a data controller with the Information Commissioner’s Office under the Data Protection Act. You can find out more about the Data Protection Act, and your legal rights at [https://ico.org.uk](https://ico.org.uk/).

When you make a referral, I will collect your contact information (name, email, phone numbers, address) and information on the issues you are wanting to work on in therapy. I will collect this information by phone or email depending on your preferred method of communication. If you email me, I will keep a record of your contact and your email address and the email for our record-keeping of the communication. My email inbox is only used for counselling services and is password protected and my mobile number is a private number and is password protected.

In our first session, I will collect more information about your background, GP details, other agency details if relevant, relevant medical details, details of an emergency contact, some demographic information about you including age range, profession and family details.

The personal data I collect will be kept in a secure filing cabinet. I will keep details with your name on it secure in this cabinet and keep them separate to brief session notes and information collected during your sessions by an anonymous client code which I will allocate to you. The brief session notes will serve as memory aids and help me to monitor your therapeutic journey. I will not record the content of our sessions whether by online video platform or telephone.

As a counsellor who is a registered member with BACP I also have a supervisor who I will discuss my therapeutic work with. When discussing clients with my supervisor I make sure to keep my client details anonymous only referring to them by first name and never giving identifying details.

After our therapeutic work has finished, I will make sure that all information is stored securely for up to 6 years in case you would like to attend therapy again within that time frame. After the 6 years, I will dispose of paper records or delete any electronic personal information in a secure and confidential way.

I will keep your data confidential and will only share data with other agencies/ professionals under certain circumstances. These circumstances are where this is; consent from you and an agreement between us to do so, immediate risk of substantial harm to self or others, a legal requirement to share information (e.g. information of terrorism or drug money laundering) or via a court order for disclosure of information.

We will endeavour to ensure wherever possible that appropriate steps have been taken by the recipient to protect personal information that is shared.

Under EU General Data Protection Regulations (GDPR) and the UK Data Protection Act (2018) you have the right to:

Explicitly give informed consent to the data processing of their personal details

Access a free copy and explanation of their personal data (within 30 days)

Request correction, restriction or erasure of data processing. You have the right to request your information be erased and as long as the data is not required to be kept by law or for safeguarding purposes,

Compensation for substantial damage or distress caused by data processing

The right to data portability: You can request that we provide electronically held data to you in a format that you can give to someone else (like another service). This only applies to data that is already held in a portable format.

To exercise any of the above rights, or if you have any queries and require further information, please contact me. If you have any concerns regarding how I use your personal information If you still have a concern about how I process your personal information you also have the right to report it to the Information Commissioner’s Office (ICO) – see <https://ico.org.uk/concerns>.

I will only use your personal information for the purpose which we have stated when we collect it, and we will not collect unnecessary information about you. I require your explicit consent to process your data in the manner described above. Please sign and date below to provide your informed consent.

Name:……………………………………………………………….…………………………

Signed: ……………………………………………………………………………………

Date:……………………………………………………………………………………………

Cookie policy

Rachel Ambrose does not process personal information stored or captured through this website, but the website does use “cookies” through the Google Analytics part of the site. Cookies store information about how a user interacts with a website. Cookies are small files that can be stored on a computer’s hard drive and are created whenever a computer user visits a website. This information can then be used to present users with tailored options on future visits to the same website. Cookies can also be used to analyse data about website traffic and for marketing purposes.

There are two types of cookie:

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Session cookies: are stored on a computer during a web session only and will automatically be deleted when a browser is closed. Th.is type of cookie is stored when a website is accessed anonymously (e.g. without having to log in to each page). Session cookies do not collect or store any data from the website user’s computer.

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Persistent cookies: are stored as small data files on the website user’s computer. Persistent cookies remain on the user’s computer when a browser is closed. This type of cookie can be read by the website that created it if the website is visited again. This website uses persistent cookies for Google Analytics.

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You can block cookies at any time by activating the relevant settings within your browser. However, if you block essential cookies you may not be able to access all or parts of this website. Essential cookies do not gather information about you that could be ­­­used for marketing purposes or remember what you have accessed during your browsing session.

This website uses cookies to monitor traffic to the site and user interaction with the site.

If you have any questions about this or would like to see the data privacy statement please email rachelambrosecounselling@gmail.com.