

## **Sue O'Brien Counselling**

### **GDPR, Data Protection, Confidentiality and Privacy Policy**

Keeping personal data secure and safe is a priority and I am a member of the ICO – Information Commissioner's Office

- In order to provide a room booking service, we need to obtain information from you the details you provide in person, on the phone, email or online enquiry – you are not obligated to give this information but we will not be able to provide this service
- The information provided enables us to ensure that everyone using this room booking service is appropriately assessed prior to accepting bookings; to contact you about your bookings or outstanding payments, and to inform you of any changes to the room or booking system which may affect you
- The data collected will include your name and contact details, insurance details, qualifications, DBS, lone working policy, NOK and by providing this information you are permitting me to hold and use it only when appropriate and necessary
- The information will be stored in password protected files on a password protected laptop
- Any emails received will be saved to the said password protected files and deleted from the email server
- No information will be disclosed or passed to any third party without your permission
- The information will be kept for 6 years after our contract ends and will be disposed of securely

The rights you hold over the information we hold on you are:

- You can request we share your information with someone else
- You can ask that any inaccuracies are rectified
- In certain circumstances you may have the right to ask us to remove your details from my records verbally or in writing – sometimes referred to as 'the right to be forgotten'
- You can ask that any processes we automate are done by a person instead of a computer – this is not currently done except for using online forms to collect information
- You can have a copy of the information we hold at any time by requesting it in writing. It will be given to you within 30 days and free of charge
- In some circumstances you can request that we stop processing your information
- You can object to the way we process information – for example if we were to send you marketing materials
- You have the right to understand how we collect and process your information
- You may withdraw your permission to use your information at any time but this may result in no longer having access to the service
- You may complain to the ICO if you feel we store or use your information in a disrespectful or inappropriate way