

Equanimity Counselling Client Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

Contact details

Telephone 07368261245

Email rachelnelson.counsellor@gmail.com

What information we collect, use, and why

We collect or use the following information to provide and improve products and services for clients:

Names and contact details

Address

Date of birth

Third party information (such as family members or other relevant parties)

We collect or use the following personal information to protect client welfare:

Names and contact information

Health and wellbeing information

Emergency contact details

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. You can find out more about lawful bases on the Information Commissioner’s Offices’ (ICO) website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website.

Your right of access: You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for.

Your right to rectification: You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.

Your right to erasure: You have the right to ask us to delete your personal information.

Your right to restriction of processing: You have the right to ask us to limit how we can use your personal information.

Your right to object to processing: You have the right to object to the processing of your personal data.

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.

Your right to withdraw consent: When we use consent as our lawful basis you have the right to withdraw your consent at any time.

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to provide and improve products and services for clients are:

Consent: We have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Contract: We have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Vital interests: Collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.

Our lawful bases for collecting or using personal information to protect client welfare are:

Consent: We have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Contract: We have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Vital interests: Collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.

Where we get personal information from

Directly from you

How long we keep information

Client consultation records are taken and retained for a period of five years. When the client is a young person, records are kept for five years after the young person's 18th birthday.

How to complain

If you have any concerns about our use of your personal information or data, you can make a data protection complaint to us, using the contact details at the start of this notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

Address Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF

Telephone 0303 123 1113

Website <https://www.ico.org.uk/make-a-complaint>

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