

# Healing Roots Counselling & Psychotherapy Privacy Policy (30/05/2023)

## **Our contact details**

Name: Healing Roots Counselling & Psychotherapy

Address: Bensons Barn, Umberslade Road, Earlswood, B945DQ

Phone Number: 07788515553

E-mail: tara@rootsinhealing.com

## **The type of personal information we collect**

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details).
- Counselling contract completed and signed by yourself.
- Counselling notes (non-identifiable).
- Marketing and financial information that you either consent to or is given by yourself.
- Any other personal information you willingly give for any reason when interacting with the business.
- Website user statistics and cookies.

## **How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To be able to contact you when we need to, such as to book, cancel or discuss your appointments, or in the event of an emergency.
- Through Zoho Forms when you complete the counselling contract, to ensure that we can work ethically and professionally together.

We also receive personal information indirectly, from the following sources in the following scenarios:

- Cookies and statistics collected through WIX when you interact with the website.
- Your GP or prior mental health professionals if they share notes or important information with us.

We use the information that you have given us in order to contact you or process your information where it is necessary and required for ethical and professional reasons, such as observing the counselling contract.

We may share this information with your GP, other mental health professionals e.g. doctors (with your permission), the police and the courts (if we are legally required to do so).

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

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting Tara at [tara@rootsinhealing.com](mailto:tara@rootsinhealing.com) or phoning 07788515553. However, please be aware that by withdrawing consent we would be unable to start or continue to work together, and this also does not protect your information if a court of law requests it.**

**(b) We have a contractual obligation.**

**(c) We have a legal obligation.**

**(d) We have a vital interest.**

**(e) We need it to perform a public task.**

**(f) We have a legitimate interest.**

## **How we store your personal information**

Your information is securely stored.

We keep your contact details for three years on the business phone and keep any contact details pertaining to marketing indefinitely until you remove yourself from the mailing list or the business closes. We will then dispose your information by deleting it from the digital business records, WIX, and individual devices.

We keep your clinical notes for seven years after you stop interacting with the business. We will then dispose of your information by deleting it from all systems, on the cloud and individual devices.

We keep your process notes for up to one month. They are then disposed of by deleting them from the computer and/or cloud (such as Google Drive).

We keep your client contract indefinitely to ensure we can prove compliance with BACP guidelines.

## **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 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. If you make a request, we have one month to respond to you.

Please contact us at [tara@rootsinhealing.com](mailto:tara@rootsinhealing.com), 07788515553, Bensons Barn, Umberslade Road, Earlswood, B94 5DQ, if you wish to make a request.

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [tara@rootsinhealing.com](mailto:tara@rootsinhealing.com), 07788515553, Bensons Barn, Umberslade Road, Earlswood, B94 5DQ.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>