

# Privacy Policy for Counselling Services by Linda Hafez

## Introduction

This privacy policy provides details on how Linda Hafez ("I", "me", or "my") collects, uses, and protects the personal information of clients ("you") as part of the counselling services I provide. This policy is integral to our counselling agreement and adheres to the General Data Protection Regulation (GDPR) requirements.

## Information Collection

As part of the counselling services, I collect the following personal information:

- Full name and contact details (address, telephone number, email)
- Date of birth
- Occupation
- General Practitioner (GP) details
- Next of Kin contact information
- Information regarding the counselling sessions, including session notes, signed contracts, and payment records.

## Purpose of Collection

Your personal data is collected for the following purposes:

- To establish and maintain the counselling relationship
- To facilitate communication
- For scheduling and managing appointments
- To process payments for services provided
- To comply with legal and regulatory requirements

## Use of Information

The information collected is used exclusively for the purposes outlined above. I do not share your personal data with any third parties, except under the conditions specified in the confidentiality clause of our counselling agreement or as required by law.

## Data Storage and Security

I am committed to ensuring the security of your personal data. Physical records are stored securely, and digital records are protected with appropriate security measures. Access to your personal data is restricted to myself and is only used in accordance with the purposes outlined in this policy.

## Confidentiality

Confidentiality is paramount in my counselling practice. Information shared in sessions is kept confidential except where disclosure is required under UK law or in cases where there is a serious risk of harm to yourself or others.

## Your Rights

Under GDPR, you have the right to:

- Access the personal data I hold about you.
- Request corrections to any inaccurate or incomplete data.
- Request deletion of your personal data, subject to legal and ethical counselling records retention requirements.
- Object to or restrict processing of your data.
- Request a copy of your data in a portable format.

## Retention of Data

Personal data is retained for as long as necessary to fulfil the purposes outlined in this policy, or as required by law, whichever is longer. After this period, personal data is securely disposed of.

## Consent

By signing the counselling agreement, you consent to the collection and use of your personal data as described in this privacy policy. You have the right to withdraw consent at any time, subject to legal or ethical obligations.

## Complaints

If you have concerns about the way I handle your personal data, please discuss them with me directly. If you are not satisfied with the response, you may contact the British Association for Counselling and Psychotherapy (BACP) at 01455 883300.

## Changes to the Policy

This privacy policy may be updated from time to time to reflect changes in legal requirements or my counselling practices. Clients will be informed of any significant changes.

## Contact Information

For any questions or concerns about your personal data or this policy, please contact me at [info@lindahafez.com](mailto:info@lindahafez.com)

Last updated: April 14, 2024