

DANIEL HIGGS COUNSELLING PRIVACY POLICY

For the purpose of Data Protection Act 1998 and General Data Protection Regulation 2016, Daniel Higgs is the data controller of www.danielhiggs.co.uk.

I am committed to the safeguarding and protection of your information, and I am registered with the Information Commissioner's Office (ICO) in the names of Daniel Higgs and www.danielhiggs.co.uk.

If I ask you for any information, then it will be stored and handled according to this privacy statement. When you provide details to me you will be consenting to the terms laid out in this policy.

Data collection.

You can request counselling via the contact form on my website, by email or by phone. This will involve providing me with your name, telephone number and email address. I may also request information on your availability, presenting therapeutic concerns, and other details relevant to the effective processing of your request.

Data sharing.

I use your data only to provide you with counselling services. I do not use it for marketing or to sell to third parties. Our work together will be confidential except for very specific limited counselling reasons when I may need to share your data. These reasons are included in our Working Agreement but are reiterated here.

I work to the professional code of ethics and good practice set out by the British Association of Counselling and Psychotherapy (BACP). Regular supervision is a requirement from all professional psychotherapy and counselling organisations. I will therefore discuss some aspects of our work in supervision, but your identity will not be disclosed. This takes place to monitor the professional consistency and ethical standards of our work.

Under very rare circumstances, if I believe there was a serious risk of harm to either yourself or another person, I would be legally obliged to break confidentiality.

If I thought it was necessary to contact your GP or any other professional concerned with your care, I would discuss this with you first.

Data storage.

I am required to keep financial records for 7 years. If you choose not to continue with counselling after your initial consultation session your information will be securely disposed of after 4 weeks.

If you choose to continue with counselling, I will keep brief, factual and anonymised client notes for continuity and consistency of care. These notes are labelled by code rather than name and kept digitally in secure, password-protected digital files. These will be securely disposed of 4 weeks after your last session. I keep separate records of your name and contact details for up to 7 years after our final session.

Data security.

All information you provide to me is stored as securely as possible. I do not keep paper-based records. Emails are kept on a password-protected device and iPhone for the duration of the counselling before deletion.

I use Gmail. Gmail encrypts messages in transit. It is important to note that the transmission of information via the internet is never completely secure and I cannot guarantee the security of your data transmitted to me via email. Any transmission is at your own risk, so please consider the level of personal information you share in email. Gmail, as part of Google, is covered by the US privacy shield. Your personal data of email and IP address may go outside of the European Economic Area (EEA).

Data access.

You have the right to ask me to provide a copy of the data I hold. You also have the right to require me to correct any inaccuracies in your data. You also have the right to withdraw my access to your data at any time.

If you would like to do this or have any further concerns, please contact me via email at dhiggs1975@gmail.com

Website

My website uses Google Analytics (GA) and Wix Analytics. This data is used to look at the number of people using my website, how they find it and how they travel through the website. It records the user's IP address, and that IP address could be used to identify the location of the search, though Google and Wix do not give me access to this. Google's use and ability to share information collected about user visits to my website is restricted by their Google Analytics Terms of Use and the Google Privacy

Policy. <https://policies.google.com/privacy>. Wix's use and ability to share information collected about user visits to my website is restricted by their Wix Analytics Terms of Use and the Wix Privacy Policy. <https://www.wix.com/about/privacy>.

My website uses cookies. Cookies are small text-only files placed on your computer to make websites work efficiently. Cookies are stored only temporarily during your browsing session and are deleted from your device when the browser is closed. You can choose your use of cookies via the pop-up cookies notification.

Changes to privacy policy

This privacy statement is reviewed regularly, and any changes will be issued within the policy on my website.