

Jo Burton Counselling – Privacy Policy 2021

Jo Burton Counselling is committed to protecting and respecting your privacy.

This policy and any other documents referred to on it sets out the basis on which any personal data collect from you, or that you provide to me, will be processed by me. Please read the following carefully to understand the views and practices regarding your personal data and how I will treat it.

The rules on processing of personal data are set out in the General Data Protection Regulation (the "GDPR").

1. Definitions

Data controller - A controller determines the purposes and means of processing personal data.

Data processor - A processor is responsible for processing personal data on behalf of a controller.

Data subject – Natural person

Categories of data: Personal data and special categories of personal data

Personal data - The GDPR applies to 'personal data' meaning any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier (as explained in Article 6 of GDPR). For example name, passport number, home address or private email address. Online identifiers include IP addresses and cookies.

Special categories personal data - The GDPR refers to sensitive personal data as 'special categories of personal data' (as explained in Article 9 of GDPR). The special categories specifically include genetic data, and biometric data where processed to uniquely identify an individual. Other examples include racial and ethnic origin, sexual orientation, health data, trade union membership, political opinions, religious or philosophical beliefs.

Processing - means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

Third party - means a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorised to process personal data.

2. Who am I?

Jo Burton Counselling is the data controller. This means I decide how your personal data is processed and for what purposes. My contact details e-mail joburtoncounselling@hotmail.com or Tel: 07749 343 045 For all data protection matters.

3. The purpose(s) of processing your personal data

I use your personal data for the following purposes:

To undertake the service I am asked to deliver which includes maintaining accounts and records

4. The categories of personal data concerned I process the following categories of your data:

Name

Address

Telephone number

E-mail address

Brief Medical history

Emergency telephone number

6. Sharing your personal data

Your personal data will be treated as strictly confidential, and it is my intention not to share this information with a third party.

7. How long do we keep your personal data?

I keep your personal data for no longer than reasonably necessary. Invoices relating to services rendered are kept for six years for tax purposes, these invoices are kept in the format of a printed hard copy.

8. Providing me with your personal data

You are under no statutory or contractual requirement or obligation to provide me with your personal data however, failure to do so will mean it would be difficult to deliver the service you are requesting from me.

9. Your rights and your personal data

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

- The right to request a copy of the personal data which I hold about you
- The right to request that I correct any personal data if it is found to be inaccurate or out of date
- The right to request your personal data is erased where it is no longer necessary to retain such data
- The right to withdraw your consent to the processing at any time.

10. Changes to our privacy policy

Any changes I may make to our privacy policy in the future will be where appropriate e-mailed to you.

11. How to make a complaint

To exercise all relevant rights and concerns please in the first instance contact the Data Protection Officer Jo Burton – joburtoncounselling@hotmail.com

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the [Information Commissioners Office](https://ico.org.uk/global/contact-us/email/) on 03031231113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England.