



AAAC Counselling Privacy Statement

This privacy statement outlines AAAC's obligations as a counselling service and training supplier. It outlines your rights as a client.

Please take your time to read through the whole document and sign your consent at the end of the document.

This agreement includes the services new data responsibilities under the **General Data Protection Regulation** which comes into effect on **25th May 2018**.

Service Responsibilities

To comply with the new regulations regarding contact and consent, AAAC needs to make you (client) aware of your rights and confirm that you give consent for AAAC Counselling and any relevant parties mentioned to collect and store your data in the way described below.

What is collected and why?

AAAC Counselling will collect and store your **name, date of birth and age**. This is basic information that helps us to get to know you better but is also stored for lawful and safeguarding purposes (see confidentiality/ sharing of information statement). Your **Address, Email address and phone number** is recorded and stored as a means of contacting you regarding your sessions. We will usually contact you using the method you first contacted us on but if we can't reach you we will try a different method. These details may also be used for emergency purposes where there is an evident risk of harm to yourself (see confidentiality statement). **GP details** are recorded for safeguarding purposes whereby if your counsellor is concerned for your wellbeing and safety they might have to contact your GP. Where possible your counsellor will seek to get your consent and inform you before doing so. **Session notes, AAAC** keeps brief anonymous notes of key themes discussed in sessions. The purpose of recording this is for your counsellor's recollection and to monitor the work you are doing and need to be retained for lawful purposes.

AAAC uses a locked filing system to store and manage client information and session notes,

Confidentiality/sharing of information

All information collected and shared will not be shared with anyone else. AAAC Counselling will not sell your information and will not use it for any purposes other than those related to Therapy.

There are however **exceptions** that may require AAAC to share your information with a third party, details of which are outlined below. Please note that a decision to breach confidentiality is not taken lightly and all due consideration to your privacy is considered.





Confidentiality may need to be breached in the following circumstances:

- There is significant risk of harm to yourself, in this instance information may need to be shared with a GP or other professional.
- There is information shared that suggests a child/vulnerable adult is being harmed or is at risk of harm. In this instance information may need to be shared with relevant services.
- If there is disclosure of terrorism or money laundering AAAC is legally obliged under the terrorism and money laundering act to disclose this information to the police.
- Finally, if AAAC is subpoenaed by court to share any information then we must do so upon request.
- AAAC Counsellors will share their case work with a supervisor who is a qualified counsellor and adheres to the same confidentiality and privacy requirements. All information shared is anonymous to avoid identification.
- In the event of a counsellor's death, a terminal illness or terminal injury which results in them being unable to carry out their work AAAC's Service Director, Deborah Cullen who is a registered and accredited qualified counsellor adhering to the same confidentiality requirements will have access to clinical records and will explore with clients how they wish to proceed, whether allocation to another counsellor or ending the counselling. If clients make the decision to end all data will be kept in line with AAAC's policies.

Data storage and Disposal

All data AAAC Counselling collects is recorded via handwritten or typed notes and stored in a locked filing system. Your counsellor will keep your initials, your contact number which will be stored in their work phone only.

AAAC will store all data pertaining to your referral and sessions notes for 5 years in line with its insurance policy and legal obligations.

Your Rights

Under General Data Protection Regulations, you have the following rights:

- The right to be informed about the collection and use of your personal information as described herein.
- The right to access copies of any information held about you, this can be accessed through a data subject access request, and the right to receive a response to this request within a period of no more than 1 month.
- The right to rectification; to have inaccurate personal data rectified or completed if incomplete.
- The right to erasure; you have the right to opt out of data collection. If you wish to do so please make this request in writing, however some data cannot be erased and will





need to be retained for lawful purposes and In line with our insurance policy.

- The right to Data portability. You have the right to obtain and reuse your personal data for your own purposes across different services.
- Finally, you have the right to object to any personal data being collected, this will need to be made known in advance or at the start of any Therapy commencing. Please note if this is the case all therapeutic work will be terminated as AAAC is required to keep appropriate records in line with its insurance and ethical Bodies as well for legal and safeguarding matters

Accessing your data

If you wish to make a request for your data under a data subject access request, please do so in writing. AAAC will then request you to sign a disclosure consent form. You will then expect to receive the information within 30 days of receipt of the request.

By signing below, you acknowledge and agree with the following:

- 1. I have read and understood the context of this privacy statement.***
- 2. I agree with the privacy statement***
- 3. I give informed consent for AAAC Counselling and other professionals mentioned in this document to use my data in the way described within this document.***
- 4. I acknowledge as a client of AAAC Counselling I am thus the mentioned data subject and understand my rights detailed within this document.***
- 5. I acknowledge that I have received a copy of this privacy statement for my own records and will refer to it for future reference.***

Sign Name: _____

Print Name: _____

Date: _____

