



Kerry James Therapy

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Privacy Policy

Kerry James Therapy is a private service offering counselling, supervision, workshops, wellbeing groups and clay conversations. I am registered with the ICO (Information Commissioners Office), an independent authority created to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals. I am committed to the Data Protection Act 2018 and GDPR. I promise that any data I hold about you will be transparent and only used for very specific purposes as defined below.

This policy only applies to data collected by Kerry James Therapy via my own forms and website. Third party agents, and websites which are linked to mine, are not covered by this policy. Please refer to the policies of these third-party agents for information regarding how they store and manage your data.

If you have any queries concerning your personal information or any questions on my use of the information, please contact me to discuss further.

When you request one of the services supplied by Kerry James Therapy you will be giving your consent to my processing of your data under the terms of this policy by signing the relevant forms for that service or agreeing via email.

What information do I collect?

When you initially contact Kerry James Therapy, you may be asked to provide names, age, date of birth, preferred pronouns, medical and mental health information of the referee, educational information of the referee and contact information including address, phone numbers, email addresses and emergency contact details.

As part of the initial consultation, you will be asked to sign a risk assessment and a contract agreement or booking form for services I may be providing.

Where do I get my data from?

My data comes from you via referral forms, risk assessments, booking forms, emails, phone calls, Facebook, Instagram, WhatsApp and my website. It may also be provided (with your consent only) from educational establishments and other professionals involved in your care.

What do I use your information for?

I use information held about you in the following ways:

- To provide you with the professional service requested.
- To offer suitable appointments.
- To notify you about changes to your appointments and other changes to my services.
- To seek feedback from you on your experience of my work with you.
- To improve my service to ensure that it is provided in the most effective manner for us both.
- To administer my service, including the arrangement of appointments and for financial control, data analysis, research, statistical and survey purposes.
- To ensure the safety of myself, yourself and all clients using my services.
- To ensure I am meeting your needs as comprehensively as possible.

What information do I share?

I will **not share** any information about you with other organisations or people, **except** in the following situations:

- **Consent:** Kerry James Therapy may share your information with professionals or others whom you have requested or agreed I should contact.
- **Serious harm:** Kerry James Therapy may share your information with the relevant authorities if I have reason to believe that this may prevent serious harm being caused to you or another person.
- **Compliance with law:** Kerry James Therapy may share your information where I am required to by law or by the regulations and other rules to which we are subject.
- **Accountants:** Kerry James Therapy uses an accountancy firm to comply with financial and tax laws and therefore they will see your name and the amount you have paid on my bank statements or financial software used. No other information is shared with them.
- **Pandemic and other national situations:** During the Covid 19 pandemic I was requested by the government's track and trace system to provide contact details of clients I had been involved with within a specific time frame if I contracted Covid 19. Thankfully, this did not happen on this occasion but if something like this happens again in the future, I will do my best to contact you myself. However, I am not outside the law, and this may not be possible under these circumstances.
- I will **not** use any information provided by you for any marketing purposes unless specifically agreed by you. For example where you have agreed I can use a comment you have made as feedback for a workshop or wellbeing group and this would always be anonymous.

How do I keep your information safe?

All information you provide to me is stored as securely as possible. All paper forms and correspondence are kept in locked filing cabinets on my premises. All electronic

records are either stored locally, on my own laptop, or via encrypted secure digital note taking software all access to which requires password-protected authentication.

I do write short notes after sessions which are detailed in the initial contract. These notes are written on digital software packages which take data, security and safety very importantly. Please ask me to provide the details of who I use if needed as this sometimes changes depending on costs, and I will be happy to link you to their policies.

I also use the Proton Mail Service for all email counselling. This is a secure encrypted service. More information about this service can be found here <https://proton.me/mail> along with their privacy policy <https://proton.me/mail/privacy-policy>.

Unfortunately, the transmission of information via the internet is never completely secure. Although I will do my best to protect your information using industry-standard protocols and encryption, I cannot guarantee the security of your data transmitted to me via email or other messaging services like Facebook, Instagram and WhatsApp and any transmission is at your own risk. Once I have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

When do I remove your data?

Counselling and supervision risk assessments, contracts and notes held by me will be kept, as required by my insurance company & GDPR regulations, in a locked filing cabinet on site or the digital software we are using for a period of five years or in the case of a child, until that child is twenty-three (five years after their 18th birthday). Emails, text messages and other social media messages will be deleted from phones and computers after one year unless they hold significant information which will then be printed and kept with the filed notes. In the case of workshops, groups and training events these details will be deleted and shredded one year after receiving your initial information and booking form.

What data is held on our website?

My website is hosted by Wix. Their privacy notice can be found here: <https://www.wix.com/about/privacy>. I am happy to provide you with a copy upon request. I do not request any personal information from you via my website; it is simply a host for information regarding my services. However, Wix, as a website in its own right will track and obtain data through your computer as any other website does using tracking cookies. Your continued use of my website signifies that you accept these conditions. All information published on my website is available from me directly if you do not consent to Wix's conditions.

Kerry James Therapy uses Google Analytics and Wix's analysis tools and data obtained from their tracking cookies to analyse data regarding the website. This may be used to improve my website and the information I offer you on each page.

Each time you visit a website, Google analytics automatically tracks information such as (but not limited to) your geographical location, IP address, browser type, browser version, operating system, referral source, page views, length of visit, the times and dates you visit the site, navigation paths, whether you are a new visitor or a returning visitor.

The Kerry James Therapy website may contain links to other websites of interest. However, once you have used these links to leave the website, I no longer have any control over that other website. Therefore, I cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy policy. You should exercise caution and look at the privacy statement applicable to the website in question.

Your rights

You have the right to ask me to provide a copy of the information held by Kerry James Therapy in my records. You also have the right to ask me to correct any inaccuracies in your information. If you would like to do this, please contact me in writing or via email. You may withdraw your consent for me to hold and process your data at any time. However, if you do this while actively receiving one of my services then this service would have to end. If you wish to do this, please contact me in writing.

Artificial Intelligence (AI)

The role of AI in therapy is expanding at a rapid rate and many therapists are using AI to help them with processes and admin. Please know that I do not use any AI Apps or programs within any part of my work and if this were to change in the future all current and future clients would be made aware of this and would have the opportunity and right to request that no personal information is added to any AI technology. I have an AI information sheet which I am happy to email to anyone and can also be downloaded from my website.

Camera on premises

Please note, for safety and safeguarding reasons I now have a small camera set up in my garden which will record people entering and exiting from my garden, which leads to my therapy room. The information on this camera will be stored as per Ring's privacy notice which can be found here and will be kept securely by them whilst I hold a current subscription. They will only have access to what is recorded on the camera and no other personal information: https://en-uk.ring.com/pages/privacy-notice/?srsltid=AfmBOordc_h5ryprt1BuE5lm47degP1mPN3L7196nydiactoRotk0srx Any video information that is stored locally will only be retained for a period of six months after your final session with Kerry James Therapy and will then be digitally deleted.

Changes to this policy

I may edit and update this policy from time to time. A record of the date that it was last updated is recorded at the bottom of each page and a copy of the most up to date version is held on my website and available on request.