

Sally Mander – Counsellor MBACP (Accred)

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Privacy Statement

I am committed to protecting the privacy and security of your personal data. I am registered with the Information Commissioner's Office - ICO number ZB186702 and any information I keep is subject to the Data Protection Act 2018 (DPA18) and United Kingdom General Data Protection Regulation UKGDPR. Further information can be found at the Information Commissioner's Office: <https://ico.org.uk>

My registration with the ICO requires me to be a 'data controller'. This means that I am responsible for how I hold and use any personal data about you. The personal details I hold include your name, address, telephone number(s) email addresses, date of birth, GP details, current medication, any previous mental health history and next of kin name and contact details.

My lawful basis for holding and using your personal information

The GDPR states that I must have a lawful basis for processing your personal data. If you are in contact with me to consider counselling, or you are currently in counselling with me, I will process your personal data where it is necessary for the performance of our contract.

If you have had counselling with me and it has now ended, I will use legitimate interest as my lawful basis for holding your personal information.

How I collect your information

Your data is collected directly from telephone or email contact with me. Also, from the completion of the Client Contract and Client Information documents which I will ask you to provide prior to commencing appointments with me. Alternatively, your GP or other health professional may send me your details if they are making a referral on your behalf. If you decide not to proceed before our appointments commence, I will ensure that all your personal data is deleted within one month. If you would like me to delete this information sooner, please let me know.

How I use your information

As an Accredited member of the BACP I am bound by their *Ethical Framework for the Counselling Professions 2026* to protect a client's confidentiality. Therefore, everything that we discuss is confidential. I reserve the right to break confidentiality if I think that you have become a danger to yourself or other people. I will attempt to discuss this with you first, but this may not always be possible.

How I store your information

I keep brief, electronic notes of our counselling sessions which are password protected and coded so that no identifying details are included. Your completed Counselling Assessment form is kept confidentially in a locked, secure cabinet that only I have access to.

After counselling has ended, I retain notes for 3 years from the end of our work together. They are then securely destroyed.

I have arrangements in place with a trusted colleague who is also a member of the BACP and bound by the *Ethical Framework for the Counselling Professions 2026* to access your name and telephone number in order to make contact with you in the unlikely event of my illness or death. They will also be responsible for securely destroying any personal data I hold for you.

Your rights

You have the right to ask me to delete your personal information, to limit how I use your personal information, or to stop processing your personal information. You also have the right to ask me for a copy of any information I hold about you. For more information about your rights, please see www.ico.org.uk/your-data-matters