



Data Protection Policy

Jen Daffin Counselling (JDC) is committed to complying with the terms of the General Data Protection Regulation (GDPR) and to the responsible and secure use of your data. JDC has a legitimate interest in processing personal data to provide counselling services.

The purpose of this statement is to let you know what personal information JDC collects and holds, why I collect this data, how long it is stored for and your rights over your personal data. JDC is registered with the Information Commissioner's Office (ICO), reference 00019090795.

1. Information about you

1.1 I collect personal information from you when you enquire about my counselling services to set up an initial appointment. This information includes contact details, your availability and other relevant personal information. Once a client finishes Counselling, all data regarding their Counselling is stored securely for 7 years and then destroyed.

1.2 When you enquire about Counselling I ask for contact details and relevant personal information from you that is needed to answer your enquiries and to keep you informed.

2. My use of this information

2.1 Your data will be used only to provide you with my services and to give you information relating to my services. I will not share your details with any other person or organisation without your knowledge and permission, unless there is a legal requirement as stated in the counselling contract.



3. Security

3.1 I will take all reasonable precautions to prevent the loss, misuse or alteration of information you give me.

3.2 Communications in connection with this service may be sent by email. For ease of use and compatibility, communications will not be sent in an encrypted form unless you require it and give me permission to communicate with you in that way. Email, unless encrypted, is not a fully secure means of communication. Whilst I endeavour to keep our systems and communications protected against viruses and other harmful effects, I cannot bear responsibility for all communications being virus-free.

4. Your rights over your personal data

4.1 If you would like to see the information I hold about you, or would like to correct, update or delete any records, please email me at jen@jendaffin.com

4.2 If you have any concerns about my use of your data, please contact me directly at jen@jendaffin.com. I will do my utmost to resolve any concerns you have. If for any reason I cannot resolve the issues you may choose to contact the ICO directly.

5. Under the General Data Protection Regulations 2018, you have certain rights. These are:

- You are allowed to see your notes. This is facilitated by making a formal request.
- Records are kept for 7 years after termination of therapy and then destroyed.
- Having your records amended (change of name and address)
- In the case of clients under 18, records are kept for 7 years after the child turns 18.
- Under GDPR, you can request your data to be erased. However there are exceptions to this.
- In the case of counselling records, insurance companies and ethical bodies ask for records to be available for the period of time as outlined above.

